**JOB SPECIFICATION**



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| **JOB TITLE** | **AREA OF WORK** | |
| Business Support and Applicant Engagement Administrator  Maternity Cover (From March 2020) | Corporate Services | |
| **SALARY** | **BENEFITS** | |
| £15,796 - £17,765 per annum, pro rota  relating to qualifications and experience. | Local Government Pension Scheme  26 days holiday, pro rata rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** | |
| Student Admissions Manager and Business Support Supervisor | N/A | |
| **KEY TASKS AND RESPONSIBILITIES** | | |
| The information below is intended to provide an outline of the workload of the job and its role. The job description outlines the main duties in general terms only and is not intended to be prescriptive. The post holder will be expected to work in a flexible proactive manner to carry out such duties as are necessary and to communicate effectively with work colleagues.  Provide cross-College administrative support; co-ordinating own workload under the direction of the Business Support Supervisor, to underpin the delivery of FE and HE curriculum; supporting Apprenticeships and Skills provision and active engagement in cross-College and Corporate Services events. This will include data entry of student enrolments and withdrawals; creation and updating of student records; production of course materials following College procedures. The post holder will work effectively as part of a team to provide a highly responsive and efficient service that meets the needs of the business. | | |
| **DUTIES** | | |
| Provision of a highly responsive administration service, managing own workload within  area of responsibility and, under the direction of the Business Support Supervisor,  work effectively as part of a team to provide a highly responsive, efficient service that is flexible in meeting the requirements of cross-College functions.  Work within a team that co-ordinates and processes College applications from prospective students across FE, HE and Apprenticeships and Skills provision. Develop professional relationships with customers who have applied for a course, ensuring regular, effective and measurable engagement during their journey from enquiry to enrolment. Responsibility for creating and maintaining contact logs as well as providing statistics on applicant engagement, reporting to the Student Admissions Manager.  Contribute to the accurate data entry of student enrolments and withdrawals and creation and updating of student records. Preparation of course materials and other teaching materials and the production of standardised learning resources and tutor packs to support FE, HE and Apprenticeships and Skills provision. Timely and accurate production of student disciplinary and other letters, as required, together with the generation and dissemination of Student Reports. Attendance at a range of meetings, accurate minute or note taking, as required, with timely dissemination following approval by the Chair of the meeting.  Support the College’s ‘Keeping Warm’ strategy in the active engagement of applicants and follow up any customer enquiries that have not led to an application being submitted, making personal contact with any applicants who have not attended an interview that they have been invited to offering alternative appointments. This will be achieved using a variety of contact methods, primarily telephone, mail, email and text service. Systems must also be put in place and maintained to ensure the effective measurement of the success of these contacts.  Effective use of VLE and social media will also be a requirement together with the monitoring and reporting of engagement by applicants.  An innovative and proactive approach to ensure that action is taken to achieve all goals set out on the “Keeping Warm” annual schedule.  Develop and maintain good working relationships with customers in order that the  Corporate Services teams can continue to develop to best meet the needs of its customers.  Demonstrate and promote the highest level of customer service to internal and external customers.  Support the delivery of cross-College events eg Enrolment, Induction and Parents’ Evening activities together with the invigilation of FE, HE and A&S examinations.  Support the planning, organisation and be actively involved in the delivery of the College Graduation and Awards Ceremonies events. | | |
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| **DUTIES** | |
| Promote the College values:   * Respect for yourself, each other and the environment * Welcoming, honest and inclusive * Happy, safe and supportive culture * Inspiring learners and staff to be the best they can be * Positive and innovative   To promote Equality, Diversity and Inclusion at every opportunity specifically the FREDIE principles – Fairness, Respect, Equality, Diversity Inclusion and Engagement principles. | |
| Promote College sustainability policies and strategies by personal commitment and lead by example. | |
| Active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) | |
| To be vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos.  Take an active role in all team activities to ensure full compliance with agreed safety, quality and environmental standards and expectations.  Participate in staff review and development in line with College needs. Agree objectives with the Line Manager and ensure they are achieved.  Maximise effective use of time and personal ability.  Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices.  Work flexibly within own range of competence, undertaking the appropriate training and development to extend skills and abilities to meet the needs of the College.  Be committed to working towards the implementation of equality of opportunity in both service delivery and employment. The College’s mission and strategic objectives directly support this aim. All employees are required to support this aim and its implementation pro-actively.  Must be thoroughly aware of College Health and Safety policies and procedures and attend any mandatory health and safety training appropriate to their role and ensure that employees within their responsibility are also made aware of these policies and procedures and any mandatory training relevant to their role.  They must also seek to ensure appropriate implementation of such policies and procedures across all areas of their responsibility.  Ensure all accidents and near misses are recorded and reported following College procedures | |
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| **DUTIES** | |
| Adhere to the Data Protection Act 1998 and the General Data Protection Regulations 25 May 2018 and must be thoroughly aware of the College Data Protection Policy and Procedure and ensure that employees within his/her responsibility are also.  He/she must also seek to ensure appropriate implementation of such policies.  Any other duties that may reasonably be required by Line Management and the Principal. | |

**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** | |
| Presentable and professional appearance (I)  Ability to work as part of a team (A/I)  Ability to work to quality standards (A/I)  Good command of the English language (A/I) |  |
| ***Attainments*** | |
| GCSE (or equivalent) in English and Maths at Grade C or above (A)  Advanced Microsoft Word skills (A/I/T)  Basic Microsoft Excel skills (A/I/T)  Relevant NVQ Office / Business Administration (or equivalent) qualification(s) (A)  Relevant/recent office experience (A) | Minute-taking experience (A)  Data entry experience (A)  Social media skills (A) |
| ***General Intelligence*** | |
| Ability to communicate at all levels (I)  Methodical working practices (A/I) |  |
| ***Special Aptitudes*** | |
| Effective time management (A/I/T)  Accuracy (A/I/T)  Attention to detail (A/I/T)  Ability to multi-task (A/I/T)  Ability to work to quality standards (A/I/T) |  |
| ***Interests*** | |
| Interest in the work of students and ways in which College administration can improve the student experience (A/I) | Empathy with education (A/I) |
| ***Disposition*** | |
| Excellent interpersonal skills (I)  Good communication skills (I)  Approachable (I)  Person centred approach (I) |  |
| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An understanding of health and safety requirements of a working environment (A/I)  An understanding of Equality, Diversity and Inclusion issues within an educational context (A/I) |  |
| ***Circumstances*** | |
| Willing to apply for Disclosure & Barring Service clearance at Enhanced level (important – further information below).  (A/I)  Ability and willingness to work flexibly (I)  Possess a current driving licence or willing to travel as required by other means (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Business Support and Applicant Engagement Administrator  Maternity Cover | Corporate Services |
| **SALARY** | HOURS OF WORK |
| £15,796 - £17,765 per annum, pro rata relating to qualifications and experience | 37 hours per week |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days holiday, pro rata rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | Local Government Pension Scheme Up to £13,600 pa 5.5% Employee  £13,601 to £21,200 pa 5.8% Employee  £21,201 to £34,400 pa 6.5% Employee  £34,401 to £43,500 pa 6.8% Employee  £43,501 to £60,700 pa 8.5% Employee  £60,701 to £86,000 pa 9.9% Employee  £86,001 to £101,200 pa 10.5% Employee  £101,201 to £151,800 pa 11.4% Employee  £151,801 or more pa 12.5% Employee  11.5% Employer  You will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE | |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable).  Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme  **Please note all new employees of the College will be required to pay for their DBS check (at present £40.00 for an enhanced level check).**  **Should your application be successful the College will process and pay for the DBS check on the employees behalf. The fee will then be deducted from the employee’s first salary.**  **Please see overleaf regarding DBS Update Service.** | |
| **COLLEGE VALUES** | |
| Promote the College values:   * Respect for yourself, each other and the environment * Welcoming, honest and inclusive * Happy, safe and supportive culture * Inspiring learners and staff to be the best they can be * Positive and innovative   ***Employees are expected to take responsibility for managing their own health, safety and wellbeing*.** | |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. | |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money * One DBS certificate may be all you will ever need * Take your DBS certificate from role to role within the same workforce * You are in control of your DBS certificate * Get ahead of the rest and apply for jobs DBS pre checked | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.  Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**  To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)  **Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**  You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down. |
| WHAT YOU GET | |
| When you join, you’ll get an online account that lets you:   * Take your certificate from one job to the next * Give employers permission to check your certificate online, and see who has checked it * Add or remove a certificate | |