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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Centre & Exams Administrator

**Department:** Curriculum Administration

**Hours:** 37.5 hours per week, over 38 working weeks. Weekend and evening working may be required when business needs demand.

**Responsible to:** Academy Manager

Exams Officer

**Reports:** n/a

**Salary / Scale:** Support Spine - Band £15,487.50 - £17,276.90 (pro rata to £19,175.00 – £20,893.00 per annum for a full time equivalent post)

**Date of Issue:** September, 2022

**Organisation Chart:**

Academy Manager

Exams Officer

Centre & Exams Administrator

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1. **Aims and Purpose of the Post**

The provision of a professional, courteous and knowledgeable service for Higham Ferrers Site and the Exams function supporting enquiries for both staff and students.

* 1. The effective and efficient processing of student data onto the MIS system.
	2. The administration and accurate completion and maintenance of student concession files.
	3. To ensure the centre has all necessary evidence in exam files.
	4. To assist in the planning, invigilation and execution of exam sessions for all exam types.
1. **Specific Responsibilities**

2.1 To provide professional, efficient and customer focused reception services. Including handling telephone enquiries and general staff enquiries professional and promptly.

2.2 To handle student and client enquiries and administer bookings and enrolments in accordance with College procedures.

2.3 To handle cash securely and accurately in accordance with College procedures.

2.4 To liaise with staff, clients and students in the maintenance of records.

2.5 To collect and process information to ensure that records are accurately maintained in a timely manner.

2.6 To enter and maintain accurate data on the College’s Student Records System in

 accordance with College procedures.

2.7 To check, prepare and record information accurately and efficiently as required by the College.

2.8 To carry out administrative procedures effectively and efficiently, including the preparation of reports required by management and external and internal returns

2.9 To ensure accurate registers are available, complete and that student absences are investigated and are correctly notified, including telephoning absent students, their parents and or employers as per published College procedures

2.10 To undertake filing and maintain the filing system.

2.11 To attend both day and evening meetings, courses, etc. considered to be of benefit to the College and the individual.

* 1. To ensure that all learners, customers and clients receive exemplary service and attention at all times.
	2. To attend College Open Days and other Public Events.

2.14 To dispatch accurate and full information to students in line with the Services Standards.

2.15 To maintain an up to date knowledge of the course criteria offered by the College.

2.16 To gain understanding, knowledge and adherence to the regulations and changing requirements of the Awarding Organisations used by the College.

2.17 To assist with the processing of all examination functions efficiently and in accordance with the regulations of the Examining Boards.

2.18 To assist with the invigilation of examination sessions with associated administrative recording.

2.19 To collect, process and record fees and payments as required.

2.20 Promote the welfare of young people and vulnerable groups in all aspects of College life and to ensure safeguarding arrangements are adhered to at all times.

2.21 To promote and adhere to the College’s Safeguarding Policies and Procedures.

2.21 To promote and adhere to the College’s Health & Safety Policies and Procedures.

2.23 To manage student conduct in accordance with College policies.

2.24 The active promotion of and commitment to best practice in equality, diversity & inclusion.

2.25 Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.

2.26 Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational area or faculty other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan (Subject to conditions)

33 days holiday (Inc bank/public holidays) \*\* 10% discount on College courses

On-site Gym Free on-site parking

Subsidised catering Cycle to Work Scheme

(\*\* Pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed;……………………………… Date;………………………………

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| **POSITIVELY PROMOTING EQUALITY, DIVERSITY & INCLUSION** |

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|  **Person Specification – Centre & Exams Administrator**  |

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to degree level or equivalent  |  | X |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  |
| NVQ in Business Administration / Customer Service or equivalent |  | X |
| Commitment to and evidence of CPD | X |  |
| **Experience & knowledge** |  |  |
| Experience of working within a similar role | X |  |
| Experience of working within a further/higher education context | X |  |
| Knowledge of cultural diversity and its impact on learners and institutions  |  | X |
| **Ability / Skills** |  |  |
| Commitment to enhancing the experience through service excellence  | X |  |
| Excellent communication skills, works effectively within a team | X |  |
| Good organisational and time management skills | X |  |
| Excellent IT skills with the ability to use the range of Microsoft packages | X |  |
| Ability to provide courteous and high standard of customer service | X |  |
| Demonstrates a ‘can do’ outcome focused attitude and approach | X |  |
| Ability to work flexibly to meet changing needs | X |  |
| A pro-active approach to work and problem solving and the ability to spot and deal with issues as they occur | X |  |
| **Personal Attributes** |  |  |
| Ability to work on own initiative | X |  |
| Willingness to learn and take on new tasks | X |  |
| Willingness to work flexibly i.e. evening and weekends  | X |  |
| Understanding of confidentiality and data protection issues | X |  |
| **Safeguarding**  |  |  |
| Satisfactory enhanced DBS disclosure  | X |  |
| Ability to display awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults.  | X |  |
| Commit to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas and Immigration Service and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas and Immigration Service Website.