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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Student Services Administrator

**Department:** Student Services

**Hours:** 37.5 hours per week. Weekend and evening working will be required to cover evening interviews (one night per week till 19:00).

**Responsible to:** Student Services Coordinator

**Reports:** n/a

**Salary / Scale:** Support Spine – 5 – (£20,319.00 - £20,893.00 per annum)

**Date of Issue:** May, 2023

**Organisation Chart:**

Director of Student Services

Student Services Administrator

Student Services Coordinator

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1. **Aims and Purpose of the Post**
   1. The provision of a professional, courteous and knowledgeable front of house service for Student Services including handling of student and course enquiries.
   2. The effective and efficient processing of student applications, arrangements for student interviews, student enrolments, bursaries, transfers, withdrawals, examination entries and inputting of data onto the MIS system.
   3. The administration and accurate completion and maintenance of student files.
   4. Liaising with Bursary Officer running the Free College Meal card system.
2. **Specific Responsibilities**
   1. To provide a “front of house” service for all queries.
   2. To effectively and professionally handle all full and part-time Further and Higher Education course and general student enquiries in accordance with Student Services procedures and in accordance with Service Standards.
   3. To dispatch accurate and full information to students in line with the Student Services Standards.
   4. To process all course applications, transfers and withdrawals entering details onto the MIS system and the tracking of student admissions to the point of enrolment.
   5. To ensure all student documentation has been completed and signed in accordance with College regulations and awarding body requirements.
   6. To maintain an up to date knowledge of the courses offered by the College.
   7. To collect, process and record fees and payments as required.
   8. To maintain complete and accurate student files and records both manual and computerised.
   9. To support the processing applications for a range of bursaries offered to students, and update records as appropriate.
   10. To provide cover, under supervision, for other members of Student Services as required.
   11. 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.
   12. To promote and adhere to the College’s Safeguarding Policies and Procedures.
   13. To promote and adhere to the College’s Health & Safety Policies and Procedures.
   14. To manage student conduct in accordance with College policies.
   15. The active promotion of and commitment to best practice in equality, diversity & inclusion.
   16. 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.
   17. 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 High Street Discounts

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 (Employee);……………………………… Date;………………………………

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

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| **Person Specification; Student Services Administrator** |

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to degree level or equivalent |  | X |
| Minimum of grade C/grade 4 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.