

Group Member:		Keighley College	
Job Title:		Administration Assistant	
Reports to:		School Admin and Customer Service Team Leader	
Job Grade	RLW	Department	Keighley Central Service

CORE RESPONSIBILITIES:

1. To provide all aspects of curriculum administration, including the production of letters.
2. To enrol students throughout the year and deliver a highly efficient enrolment service
3. To answer phone calls, emails and face to face enquiries, ensuring all enquires are dealt with efficiently and in a professional manner.
4. To ensure filing (electronic and paper) is accurate, easily accessible, and completed in a timely manner.
5. To maintain student records data for the department including registers, ULNs, destinations/job outcomes, change requests and other reporting requests.
6. To support absence monitoring, and the recording of information received.
7. To assist relevant elements of the admissions process as identified including interviews, offers and taster days.
8. To assist the on-going (keep warm) communication to applicants and to support the production of promotional content about the department.
9. To provide cover and support to colleagues across the team as required, catering for fluctuating workloads and absences, maintaining a high level of customer service at all times.
10. To support the team with timetabling, rooming, and staff/room utilization.

11. To create requisitions for approval and onward submission to suppliers in accordance with procurement policy and procedures when requested, and accurately record the receipt of goods in a timely and accurate manner.
12. To ensure the remittance of receipts from students are in accordance with the college cash handling policy and procedure, including compliance with PCIDSS (Purchase Card Industry Data Security Standard).
13. To support cross-college and curriculum-led events, including parents evenings, welcome events, open days and awards events.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Job Title:	Administration Assistant
Department	Keighley Central Service

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1.Literacy and Numeracy at Level 2 or above	A
D	Q2. Relevant Customer Service qualification or training	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Good knowledge of Microsoft office/ google applications	A / I
E	EK2. Good knowledge of Pro solutions or other student records system	A / I
E	EK3. Experience of administrative and/or student records work in an education setting	A / I

E	EK4. Knowledge of data protection and confidentiality requirements	A / I
D	EK5. Experience of the college enrolment processes including cash/card handling	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to work flexibly across a number of tasks	A / I
E	SC2. Good communication skills	A / I
E	SC3. Good customer service focus	A / I
E	SC4. Excellent IT Skills	A / I
E	SC5. Good attention to detail and accuracy	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I