

Job Description

Group Member:		Keighley College	
Job Title:		Campus MIS Support Officer	
Reports to:		School Administration and Customer Service Team Leader	
Job Grade	LEG A	Department	Keighley Central

ROLE SUMMARY:

Keighley College is looking for an enthusiastic Campus MIS Support Officer to provide support within a busy educational campus. You must be able to deliver outstanding customer service and have experience of working in a fast-paced administrative environment

SPECIFIC ROLE RESPONSIBILITIES:

1. To support the delivery of highly-effective campus MIS and Administration services, including systems, process, student records, data entry, registry, timetabling and resourcing functions.
2. Support the School Administration and Customer Service Team Leader with the organisation of MIS and Administrative work assignment allocation across the team.
3. Support the curriculum managers (Heads, Deputies, Programme Managers etc.) and other academic staff with the facilitation and delivery of effective MIS and Administrative services at the campus.
4. Support all aspects of curriculum administration such as production of letters, dealing with enquiries face to face or other communicated queries.
5. Liaise with curriculum teams to support effective and timely absence monitoring, recording and chasing of relevant students.
6. Support student enrolments across the campus and work with the department teams/central MIS/Marketing teams to deliver highly efficient enrolment services.
7. Ensure appropriate systems are in place and implemented to manage electronic and paper files.
8. Work collaboratively with all departments to ensure a co-ordinated approach to relevant systems and processes, including cover and support, catering for fluctuating workloads and absences.

9. Support the departments with curriculum planning, ensuring timetabling, rooming, staff/room utilisation, course profiling and approvals, course file and all other related elements of planning are maximised efficiently.
10. Create requisitions for approval and onward submission to suppliers in accordance with procurement policy and procedures, and accurately record the receipt of goods in a timely and accurate manner. Also ensure that 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)
11. Where appropriate, ensure that college credit cards and other purchasing arrangements, for example Banner orders, or petty cash, are used in accordance with college policies and procedures, and compile/submit appropriate expenditure records and appropriate safekeeping of credit/debit card terminals and distribution of petty cash.
12. Support cross-college and curriculum-led events, including parents evenings, welcome events, open days and awards events etc.
13. Ensure DSATs, other data queries and regular data accuracy checks are processed on a timely basis and that corrections are compliant with funding rules and the GDPR regulations.
14. Keep-up-to-date with funding/performance methodologies to ensure compliance, funding maximisation and improvement and provide advice to curriculum managers and staff.
15. Work with the team to ensure that job outcome and destination data is collected and there is accurate recording of student start and completion data with a focus on maximising performance data.
16. Work collaboratively with the School Administration and Customer Service Team Leader to coordinate the work of the department, ensuring staffing levels across all functions and ensure highly effective, customer-focused services are delivered at all times.
17. Support with regular accuracy audits/checks of all data within curriculum departments and maintain data standards including adherence to the GDPR.
18. Deputise for the School Administration and Customer Service Team Leader

CORE RESPONSIBILITIES:

Any other duties that are specific to the department.

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 relational 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

Person Specification

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Department	Keighley Central

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 qualification at Level 2 or above	A
D	Q2. Relevant Customer service qualification or training	A
D	Q3. Relevant Qualification at level 3 or above	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working in a customer focused role/ environment	A / I
D	EK2. Experience of managing a team	A / I
E	EK3. Experience of using data to drive developments	A / I

D	EK4. Experience of student records systems to deliver timetabling, rooming and registers	A / I
D	EK5. Experience of keeping student records up to date.	A / I
D	EK6. Experience of admissions and enrolment processes	A / I
E	EK7. Experience of delivering high levels of administration	A / I
E	EK8. Knowledge of data protection and confidentiality requirements.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent decision maker	A / I
E	SC2. High level of communication skills	A / I
E	SC3. High level of problem solving skills	A / I
E	SC4. Can work under own initiative	A / I
E	SC5. Excellent IT Skills	A / I
E	SC6. Data manipulation and reporting	A / I / T
E	SC7. Excellent attention to detail	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
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