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## Capital City College Group

### Job Description and Person Specification

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<b>Post:</b>	Admin Team Leader
<b>Contract:</b>	Permanent
<b>Base:</b>	Victoria
<b>Hours:</b>	35
<b>Reporting to:</b>	Head Project Data and Administration
<b>Salary:</b>	£31,442 per annum

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#### Key Purpose

To supervise the provision of effective and responsive administration to support to the delivery of our Multiply contract, Curriculum Managers and teaching team enabling the smooth operation of the curriculum team and learners. To line manage and supervise the work of project Administrators

#### Main Duties and Responsibilities

- To co-ordinate curriculum administration with discretionary responsibility for monitoring, reviewing, recommending, and implementing effective procedures.
- Co-ordinate the administration work of the curriculum team and provide dedicated administrative support to the Academic Head, Curriculum Manager, teaching staff and learners within the curriculum area.
- To line manage and supervise the work of the project Administrators to provide effective and timely administrative support to the project area and ensure that appropriate cover is provided for the department.
- With the support of the administration team act as first point of contact for all learner enquiries for the project area, responding directly to enquiries with a high degree of initiative and ensure timely response to all queries.
- Work effectively with peers to ensure an even workload distribution across CCCT (Capital City College Training), planning for the lending and receiving support as needed to help even out peaks and troughs in demand.
- Use College Systems to track, monitor and report to the Academy Managers and Program Managers highlighting any staff slippage, and dealing with any curriculum area queries regarding timetables, inputting any associated amendments as required.
- Use College Absence database system to monitor and record staff absence and ensure appropriate documents (self-certificates, medical certificates) are completed and sent to Human Resources.
- Liaise with the Head of Project Data and Admin to co-ordinate the process of ensuring course profiles is produced, amended, and updated in a timely manner for the website, prospectus, and other marketing materials. Working closely with the Marketing team, as necessary.

- Liaise with Exams and Curriculum Managers to ensure effective invigilation arrangements are in place and carry out invigilation duties as required.
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- Co-ordinate information requirements and deadlines issued to academic staff teams, ensuring the information is completed and returned as required, in a timely manner and in accordance with College policy.
- Act as main point of contact for MIS (Management Information Systems) Data Quality queries, working closely with the Data Quality Support Assistants and in liaison with the Head of Compliance to ensure accurate learner data and provide regular and timely updates to the Data Quality team as required.
- Liaise with the Head of Project Data and Compliance to manage the invoicing system in accordance with the College's financial regulations. Use finance reporting systems to regularly track and report as appropriate, the curriculum area budget expenditure.
- Co-ordinate and liaise with the Head of Multiply and Curriculum Managers in generating course and staff timetables. Ensure the timely inputting of timetables onto the College's student record database, in accordance with guidelines issued to ensure that timetables are accurate. Deal with any curriculum area queries regarding timetables and input any required amendments. Support the Head and Curriculum Managers in the production and monitoring of the tariff plan.
- Attend curriculum area meetings and provide administrative support in the co-ordination of, and minute taking at, these meetings.
- Maintain effective and secure electronic and manual filing and retrieval systems in accordance with Data Protection requirements, which enable accurate and up to date information to be accessed quickly and easily.
- Ensure effective and efficient administration processes are in place which link and complement systems in other parts of the College and attend regular standardization meetings with other Senior Curriculum Administrators to ensure consistent practices are followed to streamline processes, where possible.
- Effectively participate in the main enrolment process and associated activities for the curriculum area and support the Customer Services team as required during main enrolment to ensure timely enrolments during this period.
- Carry out fire warden duties as required
- To provide a helpful, professional, and flexible service to internal or external customers of the department or the College.
- To act in accordance with college values and positively represent Capital City College Group in all aspects of your work.
- To operate in accordance with the College's policies and procedures.
- To act in a safe manner which safeguards the health and safety of yourself and others.
- To be aware of equality and diversity, the needs of customers and learners and demonstrate these principles in all aspects of your work.
- To be familiar with and comply with the College's safeguarding requirements which protect the welfare of children and vulnerable adults.
- To participate in and take responsibility for your own learning and development.
- To provide cover or support for other members of your team and undertake any other duties required by your line manager appropriate to your position within the organization. This includes attending other sites and working on other contracts as required.

### **Expectations of the Post Holder**

- To demonstrate model behaviours that, always, are consistent with an open, inclusive, and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.

- To always carry out his/her duties with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager.

### **Special Conditions**

1. The nature of this post means that the post holder may need to travel from time to time to other College centres and external venues.
2. The post holder will be contracted to work for a defined number of hours per week, but it is a requirement of this post that the holder will flex these hours to meet the needs of the service, which may include working occasional evening and weekends.
3. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

**N.B.** This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder to reflect changes in the job or the organisation.

### **EDI**

We are committed to creating and promoting a diverse and inclusive workforce that better reflects the wider community we support. We particularly welcome applicants from groups currently under-represented in senior roles, including Black, Asian, and Minority Ethnic (BAME), people with disabilities and from the LGBTQ community.

### **Safeguarding**

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

## Person Specification

	Criteria	Essential	Desirable
<b>Qualifications / Professional Development</b>	A good standard of general qualification at Level 3 or above	X	
	IT L2 qualification or commitment to work towards	X	
	Qualification at L4 Office Skills / Administration or related degree		X
	Customer Services qualification or recent attendance at Customer Services training		X
<b>Knowledge / Experience</b>	Experience of providing a high level of administrative support	X	
	Experience of managing other staff	X	
	Experience of working in and organising a busy administrative office	X	
	Analysis of data and production of reports	X	
	Experience of designing and implementing improved systems/processes		
	Experience of using Management Information Systems to monitor, track and report on data		
<b>Skills / Abilities</b>	Excellent and effective oral and written communication skills to communicate effectively with customers and staff at all levels	X	
	Ability to manage and prioritise own workload to ensure deadlines are met	X	
	High level IT Skills	X	
	Ability to provide courteous and effective customer service	X	
	To be able to prioritise tasks effectively, set and meet deadlines, pay good attention to detail, and have excellent organisational and administrative skills	X	
	Attention to detail and accuracy		
	Ability to analyse and solve problems	X	
	Ability to compose reports and letters	X	
	Ability to work effectively as a member of a team and autonomously as required	X	

	Take the initiative and a solution orientated approach when resolving queries and problems and improving processes	X	
	Ability to understand and interpret numerical and statistical information	X	