

**SOUTHEND ON SEA BOROUGH COUNCIL**

**Southend Adult Community College**

**JOB PROFILE/JOB DESCRIPTION**

Job Title	Centre Administrator (Westcliff Centre) 8:30 am – 4:00 pm attendance for 38 weeks per year
Reports To	Learner Services Manager
Level	Level 5
Main Purpose of the Job	<p>To facilitate effective communication between parents/carers and the High Needs and Centre Manager. To provide first point of contact for the Centre.</p> <p>The role of Centre Administrator is to assist with all aspects of work within the wider Learner Services team including but not limited to enrolment, payments, reception, learner enquires, information and advice and general administration.</p>
Key Responsibilities	<ul style="list-style-type: none"> <li>• To manage the centres admin and reception functions to ensure high levels of customer services.</li> <li>• Work in liaison with the Learner Services team at the Southchurch site to ensure service levels are maintained and consistency of processes and procedures.</li> <li>• To manage the information sharing and communication of relevant information with parents/carers, College staff and external agencies using a variety of media on a regular basis</li> <li>• To support the work of the High Needs Centre Manager</li> <li>• To be a self-starter, organising the workflow of the Centre</li> <li>• To collect cash from students, record amounts and description, compile and reconcile balance sheet</li> <li>• To provide a reception service for the Centre answering enquiries and queries made in person at reception, by telephone or via email.</li> <li>• To organise learner reviews and supporting paperwork</li> <li>• To manage the Centre's filing system</li> <li>• To organise meetings when necessary, providing minutes as the occasion demands</li> <li>• To monitor deadline dates and alert the High Needs Centre Manager</li> <li>• To work without direct supervision prioritising your workload as necessary, meeting deadlines and targets.</li> <li>• To be familiar with, and work within the boundaries of data protection legislation, maintaining confidentiality in record-keeping</li> <li>• To provide creative and innovative solutions to any problems that arise</li> </ul>

	<ul style="list-style-type: none"> <li>• To work with the Learner Services Team ensuring learner's needs and support through their Learner Journey in the College are first and foremost in the teams' actions/interaction with learners</li> <li>• To work as part of the college wide administrative team carrying out duties including but not limited to:             <ul style="list-style-type: none"> <li>○ Filing</li> <li>○ Incoming and outgoing mail</li> <li>○ Scanning</li> <li>○ Photocopying</li> <li>○ Data entry</li> <li>○ Ensuring resources are available for specialist courses and made ready for learners and groups appropriately</li> <li>○ Monitor and ordering of stationery supplies.</li> </ul> </li> </ul> <p><b>College wide responsibilities and behaviours:</b></p> <ul style="list-style-type: none"> <li>• Staff have a responsibility and duty of care to safeguard and promote the welfare of pupils and staff. Staff must be aware of the systems within the College which support safeguarding and must act in accordance with the College's Safeguarding &amp; Child Protection policy and Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.</li> <li>• Staff are responsible for their own health and safety in the workplace and that of other staff, students and visitors to our sites and must adhere to policies and procedures</li> <li>• Staff are required to consider sustainability of resources and the potential impact on the environment, in the workplace.</li> <li>• Staff wellbeing is promoted in the workplace, creating an environment of positive mental health awareness and caring for others as part of our duty of care.</li> <li>• Staff have a responsibility and duty of care to ensure we promote a culture of inclusion. Staff should be aware of Equal Opportunities good practice and adhere to the Council and College requirements for Diversity; to implement this in all aspects of working practice and promote it in the team and workplace.</li> <li>• This role requires DBS clearance, appropriate to the function.</li> <li>• This job description does not form part of your Contract of Employment.</li> </ul>
<p>Responsibility for Resources</p>	<p>Computer and personal information – ensuring compliance with Data Protection legislation</p>



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**PERSON SPECIFICATION**

Attributes	Activity	Essential	Desirable	How evidenced
Qualifications	Level 2 English Level 2 Maths Level 2 IT qualification	√ √ √		Certificate Certificate Certificate
Knowledge	Administrative systems	√		Application
Experience	Proven experience of working successfully as a member of a Team	√		Application
Communication skills	High standard of oral and written communication skills, and excellent inter-personal skills	√		Interview/ Test
Personal attributes	Able to work flexibly	√		Interview
	Analytical skills	√		Interview/ Test
	Exceptional eye for detail	√		Interview/ Test
	Self-starter capable of working on own initiative and able to prioritise own workload	√		Interview
	Able to create systems and work pro-actively	√		Interview
	Problem solving skills	√		Interview/ Test
Council Competencies	Manages time effectively and is punctual	√		Interview
	Follows procedures/policies and keeps to deadlines	√		Interview
	Complies with legal and safety requirements	√		Interview
	Ability to seek out and understand the expectations and needs of	√		Interview

	customers/clients			
	Seek regular feedback from customers and use this to continuously improve service delivery	√		Interview