

**POST DESCRIPTION AND PERSON SPECIFICATION**

**POST SPECIFICATION**

**POST:** Student Development Administrative Assistant

**SALARY:** Grade 2 BAR

**LOCATION:** City Campus / Riverside Campus

**REPORTING TO:** Student Engagement Manager

**KEY RESPONSIBILITIES**

1. Provide administrative support to the Student Development Section.
2. Maintain effective and accurate administration systems, ensuring all relevant information and reports are produced or available as required.
3. Provide an excellent student experience by acting as the first point ( Help Desk) of contact for students and staff ensuring all queries are managed, that information given is accurate and effective signposting is provided.
4. Ensure college spaces are managed, maintained and monitored.
5. Provide a high level of student and customer service at all times.

**KEY ROLES**

1. To prepare and distribute documents and materials as required.
2. To deal with incoming and outgoing mail, telephone enquiries, and email enquiries.
3. To assist with the co-ordination and analysis of student feedback, surveys, and questionnaires.
4. Support the effective operation of processes and systems within the Student Experience Directorate to ensure an excellent student experience.
5. To maintain, update and publicise student events, workshops, tutorials, and activities using a range of media including Social Media and the VLE.
6. To help organise meetings and events and take minutes as appropriate.
7. To undertake adhoc administration duties as required.
8. To implement appropriate arrangements to safeguard the needs of vulnerable users within service area and across college.
9. To undertake self-evaluation and delivery performance review, participating in action planning for quality improvements in support of an excellent student

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experience.

**General**

1. To implement College policies, particularly those relating to equality and diversity.
2. To implement Health and Safety and security measures in accordance with statutory and College requirements.
3. To actively develop oneself through staff development and training activities, and to review personal performance.
4. To operate at all times in line with the College's values and behaviours.
5. To undertake any other duties consistent with the key responsibilities and/or duties of the post.

**Every Job Description will be subject to review;**

1. **Within six months of appointment**
2. **Thereafter, on an annual basis**
3. **As a result of agreed staff development / personal development needs**
4. **As a result of team / operational requirements or strategy changes.**

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### PERSON SPECIFICATION

JOB TITLE	FACULTY/ SECTION
STUDENT DEVELOPMENT ADMIN ASSISTANT	STUDENT DEVELOPMENT

FACTOR	ESSENTIAL	DESIRABLE	Means of Assessment
<b>Qualifications and Training</b>	Higher grades or HNC equivalent level qualification.		<ul style="list-style-type: none"> <li>• Application</li> </ul>
	Excellent IT Skills with a working knowledge of MS Office, Word, Excel, and databases, including social media.		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>
		Evidence of continuous professional development.	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• Review</li> </ul>
	Previous experience of working in an administrative role.		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• Review</li> </ul>
<b>Occupational Experience</b>	Ability to work flexibly as part of a team in both on-site and remote settings		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• Review</li> </ul>
	Ability to work independently and use initiative.	Knowledge of the FE Sector.	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>
	Ability to process high volumes of data with accuracy and attention to detail.		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Reference</li> <li>• Review</li> </ul>

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		Experience of using video conferencing - including captions and accessibility functions for work meetings.	<ul style="list-style-type: none"><li>• Interview</li><li>• Reference</li><li>• Review</li></ul>
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<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>Means of Assessment</b>
<b>Personal qualities and competencies</b>	Excellent verbal communication and written skills.		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Reference</li> </ul>
	Ability to manage conflicting priorities and meet deadlines to the satisfaction of all parties.		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Reference</li> </ul>

<b>MANAGER SIGNATURE</b>	
<b>DATE COMPILED</b>	
<b>EXECUTIVE AUTHORISATION</b>	