

## Job Description: Partnership & Engagement Administrator

### Role Specific

Provide highly effective, efficient and timely administrative support which meets the varied needs and complexities of each curriculum area. Ensure that all aspects of the College's business are focused on learners and work closely with curriculum and support teams in order to ensure the college delivers an outstanding offer to learners.

#### General duties include:

1. To administer paperwork and data in-line with College procedures and processes
2. Manage workload and support key curriculum areas in their recruitment plans
3. Keep up to date with systems and process and ensure procedures are maintained
4. Ensure adherence to financial processes, as required
5. Build collaborative relationships across College
6. To ensure effective Customer service for learners and clients of the College

#### Role specific duties include:

1. Provide administration support to the Director of Curriculum Innovation & Partnerships, Head of Curriculum and their teams including; post distribution and communications to learners
2. Effectively co-ordinate and provide administrative support for internal and external meetings on-site or remote via Teams or Zoom. Duties include scheduling meetings, taking minutes and arranging hospitality requests.
3. Respond to queries in a timely and professional manner, including; telephone website, face to face and team mailbox.
4. Update and maintain electronic College Management Information Systems, ensuring data is collected and recorded timely and in line with data regulations and contractual obligations.
5. Supporting the College's recruitment strategy, working closely with relevant Curriculum Leaders and Department Heads
6. Extract data from College systems into Excel and present in a user-friendly format.
7. Professionally liaise with internal and external customers through varied communication channels to deliver outstanding customer service.
8. To provide cover for Reception services and College events as required.
9. Meet and greet visitors and learners, determining their needs and providing advice and support.

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### College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

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Person Specification	Partnership & Engagement Administrator
Qualifications and Attainments	Essential / Desirable
4 GCSEs or equivalent including Maths and English at Grade C/4 or above (or willing to achieve).	Essential
ECDL, CLAIT or equivalent ICT qualification/experience.	Desirable
Training, Experience and Knowledge	
Experience of providing administrative support in a fast-paced busy office environment.	Essential
Ability to manage multiple tasks and prioritise workload to ensure deadlines are achieved.	Essential
Experience of accurately processing information ensuring attention to detail.	Essential
Excellent written and communication skills.	Essential
Proficient in the use of Microsoft Suite, in particular Excel, Word and Outlook.	Essential
Experience of providing outstanding customer service to internal and external customer.	Essential
Experience of organising and minuting meetings.	Desirable
Experience of working within an education environment.	Desirable
Personal Skills and Attitudes	
Excellent ICT skills.	Essential
Ability to respect and maintain confidentiality.	Essential
Be a team player and have the ability to work autonomously.	Essential
Excellent organisational skills and ability to meet deadlines/targets.	Essential
Display initiative, be positive and enthusiastic.	Essential
Full driving licence and access to own transport.	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance.	Essential
Demonstrate a commitment to the process of continuous review and improvement.	Essential
Suitability to work with children, young people and/or vulnerable adults.	Essential
Flexible approach to working times in line with the College Calendar and willing to support Open Events, Parents Evenings etc., as required.	Essential