



JOB DESCRIPTION

Post Title: **Programme Administrator**

Responsible to: Engineering Manager

Purpose of the job: To provide an efficient, administrative support service for the department

REASEHEATH COLLEGE MISSION

“To inspire achievement by delivering outstanding education and skills”

REASEHEATH COLLEGE VALUES

Every member of staff at the College has a responsibility for and commitment to the implementation of the College Vision so that the learner experience is a valuable and memorable one.

As an important part of our team you are also required to ensure that your behaviour towards both staff and learners demonstrates P R I D E in everything you do through actively supporting our Values:

P eople **R** esponsibility **I** ntegrity **D** iversity **E**xcellence

Key Tasks and Responsibilities of your Job Role

Key Result Areas	Tasks
CUSTOMER Learning & Skills Development	<ul style="list-style-type: none"> • Provides responses to general student enquiries and log/track these on computerised system (currently ProSolutions) and/or pass these to the relevant staff for action to ensure excellent customer service is provided to all clients. • Provides application information to prospective students to enable them to make informed choices. • Works with Registry and MIS to ensure that student records and results are accurately maintained and available for internal and external customers. • Provides information as required to students and/ or parents in an efficient and timely manner to facilitate enhanced communication, linking in with third parties as appropriate. • Ensures that course information is maintained and accurate by liaising effectively with Course Managers and the Curriculum Area Manager and passing on information to other approved parties within the college. • Assists with the effective administration and co-ordination of the graduation process including sending out accurate and timely information to students to ensure that the process is as smooth as is possible. • Supports Course Managers in the arrangement of work experience placements for learners by sending out and collating all relevant documentation. • Supports Course Managers in the booking and preparing of relevant paperwork in relation to student visits and study tours.

CUSTOMER Quality	<ul style="list-style-type: none"> • Receives visitors to the department and ensures a high quality service to all external contacts to maintain excellent customer relations. • Provides an effective administrative service to the Curriculum Area Manager as appropriate including creating and distributing accurate agendas, minutes and papers and other general administrative tasks. • Maintains accurate and timely information by updating spreadsheets, databases and records as appropriate and supporting the department in creating professional reports and responding to internal and external requests for information. • Completes accurate and timely student attendance records from information provided by lecturers ensuring accurate student records for the curriculum area.
CUSTOMER Business Development	<ul style="list-style-type: none"> • Acts as the first point of telephone contact for prospective students providing friendly, professional and knowledgeable advice which promotes the College and supports the student in making their application/course choice and complying with the correct process. • Attends Open Evenings, Events and Shows where appropriate as a representative of the department and engages with learners professionally in a friendly and enthusiastic manner. • Works with marketing to ensure the production of departmental marketing materials to effectively promote the provision. • Provides information on the curriculum area provision to internal and external customers as required and presents that information in a way which promotes and enhances the reputation of the College's provision and maximises future opportunities to grow learner numbers. • Maintains an accurate database of employer engagement for the department.
PEOPLE & CULTURE	<ul style="list-style-type: none"> • Works in partnership with MIS/Registry colleagues to ensure that the service provided to learners is seamless. • Works in partnership with external partners to ensure that learners have the best experience possible and the reputation of the College is enhanced.
RESOURCES	<ul style="list-style-type: none"> • Assists the Curriculum Area Manager in the completion of allocating resources through the timetabling system. • Books cross college resources as required by curriculum area to support the effective Teaching and Learning provision.
FINANCE	<ul style="list-style-type: none"> • Supports the department in maximising income/ funding through providing an effective and accurate administrative service and identifying efficiencies. • Supports the administration and monitoring of the department budget in order to achieve financial targets.

PLEASE NOTE

Reaseheath is an education establishment within an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work.

Your job description will be reviewed during your annual Performance Development and Review interview, and will be varied in the light of the changing business needs of the College.

The job description is not intended to be exhaustive and is only indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Your duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post.

Please note this role constitutes 'regulated activity' as defined by the Protection of Freedom Act 2012. The successful candidate will therefore be required to undertake an enhanced DBS with barred list information prior to starting employment.



Person Specification

Post Title: Programme Administrator

Key Results Area	Knowledge & Skills	Competencies
CUSTOMER Learning & Skills Development	<p>Minimum of GCSE Maths and English Grade C or equivalent</p> <p>Educated to level 3</p> <p>Ideally holds recent experience of the FE / HE environment</p> <p>IT skills in MS office Applications including high level of proficiency in Excel and databases/MI systems</p> <p>Demonstrable evidence of continuous self-development</p>	<p>Developing Self & Others (1)</p> <p>Flexibility (2)</p>
CUSTOMER Quality	<p>Ideally a proven track record in a similar administrative role</p> <p>Self-motivated with the ability to multi-task, prioritise across several areas and follow issues through to a successful conclusion</p> <p>Ability to maintain accurate and up to date records</p>	<p>Integrity & Accountability (1)</p> <p>Problem Solving (2)</p>
CUSTOMER Business Development	Ability to build effective working relationships with internal and external clients	Influencing & Impact (1)
People & Culture	<p>High level of inter-personal skills including customer service expertise</p> <p>Planning and organisational skills</p> <p>Ability to work unsupervised and as part of a team</p>	<p>Leadership (1)</p> <p>Teamwork (2)</p> <p>Planning and Prioritising (2)</p>
Resources	Demonstrable record of making the best use of facilities and resources and improving existing methods of working	Passion for Improvement (1)
Finance	Ability to work within Departmental budgetary limits	<p>Problem Solving (2)</p> <p>Planning & Prioritising (2)</p>