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## Job Description for Administrative Assistant

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**Responsible to:** Operations Manager

**Based at:** New College Bradford

### OVERALL PURPOSE OF THE POST

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The post-holder will work closely with the Operations Manager, providing additional administrative and organisational support and assistance to Student Services, Reception and the wider College.

### DUTIES

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#### Administrative Support

- Support the Operations Manager in providing effective support for the Admin Support Team, including Student Services, Reception and the wider College.
- Use Microsoft Word, PowerPoint, Excel or other software packages to provide a high quality and efficient service in preparing documents and reports, as directed by the Operations Manager.

#### Student Services

- To provide additional support for the Student Services Team; for example, administration in relation to admissions, student records and enrolment.
- Take student absence calls/emails and enter on to Cedar.
- Produce letters for students and parents as requested and in line with College/Trust policy.

#### Reception

- Ensure the effective running of Reception by answering and redirecting calls and messages efficiently.
- Welcome visitors to the college; ensure they sign in and are issued with the relevant lanyard in line with Trust procedures and that the relevant member of staff is notified.
- Keep an electronic diary regarding visitors coming to college and ensure visitor parking spaces are booked.
- Manage the reception mailbox, which includes assessing enquiries and signposting to relevant departments or responding where appropriate.
- Dealing with day-to-day enquiries from students, parents, staff and visitors.
- Receive incoming post, parcels and orders to the college and open/redirect as appropriate.
- Prepare and frank outgoing post and parcels and arrange collection if necessary.
- Triage First Aid incidents that may present at reception and then contact a relevant First Aider.
- To print visitor fire evacuation list during emergencies.
- Issuing and recording of temporary student lanyards

#### General

- Undertake other duties as directed and when requested.

**You will be required to work two evenings per academic year as part of the wider support staff team to facilitate and support college events.**

**This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the college/Trust, and only after consultation with you.**

**All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the college procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the college as relevant to their role.**

**The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.**

**All staff are expected to support the achievement of the Trust/College's mission and strategic objectives and to demonstrate its values through their behaviour.**

## Person Specification for Administrative Assistant

*There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of using Microsoft Word and Excel to an intermediate level.</li> <li>• Experience of working in an administrative role.</li> <li>• Experience of maintaining efficient filing systems.</li> <li>• Experience of using computerised administration systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of minuting meetings.</li> <li>• Experience of Receptionist duties</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Excellent standard of English and written communication.</li> <li>• Willingness to undertake further training relevant to the post.</li> <li>• Excellent word processing skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development.</li> </ul>
<b>Special Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of how to handle sensitive data of a confidential nature.</li> <li>• The ability to behave in a corporate way, communicating and promoting the college's vision and values to staff, students and stakeholders.</li> <li>• The ability to handle pressure, to prioritise tasks and to meet deadlines.</li> <li>• Customer service/care approach to work.</li> <li>• Excellent organisation and time management.</li> <li>• Attention to detail/accuracy.</li> <li>• Ability to follow pre-defined procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Good problem-solving skills</li> </ul>
<b>Personal Skills and Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate at all levels (both internally and externally).</li> <li>• Ability to work effectively as part of a team but also to work using your own initiative.</li> <li>• Openness to change and innovation.</li> <li>• Ability to cope with unexpected situations.</li> <li>• Ability to deal with matters of a confidential nature.</li> <li>• Versatility and flexibility – able to support administration and organisation across a range of different functions.</li> </ul>	
<b>Additional Factors</b>	<ul style="list-style-type: none"> <li>• Enthusiasm and commitment for the post.</li> <li>• An interest in working in the education sector.</li> <li>• Commitment to equal opportunities and safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an education setting</li> </ul>