

Post Title:	Centre Administrator
Place of Work:	The role is based at The Learning Shop (Bluewater), but the nature of the work may require travel to any of the College sites as necessary.
Hours of Work:	37 hours per week (Monday to Friday) / 52 weeks per annum
Salary:	Tier 7
Responsible to:	Centre Manager
Responsible for:	Effectively and efficiently implementing a range of administrative procedures associated with supporting The Learning Shop staff, Centre Manager and learners.

Summary:

Line managed by the Centre Manager, the Centre Administrator will provide an efficient and effective interface between staff, learners and partners within The Learning Shop and College partnership. The post holder will manage the Office which will be the first point of contact for all staff, learners, external stakeholders or customers for the partnership. The role will be key in effectively and efficiently implementing a range of administrative procedures associated with supporting the running of the centre, academic staff and learners.

Duties, Responsibilities and Accountabilities:

- Maintain up-to-date knowledge on the range of curriculum provision offered, to be able to answer routine questions or direct enquiries to appropriate specialists.
- Undertake and complete a range of administrative tasks in order to ensure that all targets and deadlines of the team are met effectively.
- Ensure course, room and staff diaries are up-to-date and accurate.
- Undertake and complete a range of administrative tasks related to all course enrolments.
- Maintain records of Department expenditure, income reports and budgets, including processing invoices and claims on time.
- To review, create and assist with spreadsheets, mail shots, printing/sourcing of marketing material, business/learner letters and presentations as required.
- Carry out reception duties, including centre opening/closing.
- Room clear down and set up for Centre customers and course delivery.
- Responsible for centre banking arrangements including till float and petty cash.
- Responsible for administration of equipment hire, room bookings and lettings, hospitality requirement and Centre deliveries.
- Responsible for Centre housekeeping standards including up to date marketing literature.
- Key point of contact for day to day matters with the Recruitment team.
- Assist with scheduling/diary management and arrange appointments, as and when necessary.
- Responsible for Centre emergency procedure equipment, testing and practice fire evacuations.
- Ensure deadlines are met and assist with deadlines for department and cross College tasks.
- Supports other administrative activities, as required, to ensure that an efficient and effective administrative service is provided to the Department and wider College.
- Participate in wider College administration duties, as and when required.
- Meet College IT standards specific for role.

All employees of the College are expected to work in such a way that delivers the following behaviours:

1. Customer focussed, through a “can do” attitude.
2. Consistent and reliable.
3. Has a collaborative, supportive and tolerant approach.
4. Reflective, and embraces new initiatives in order to improve performance.

These behaviours will form part of the criteria within the Appraisal process.

PERSON SPECIFICATION			
CRITERIA	ESSENTIAL √	DESIRABLE √	ASSESSED BY (Application, Task, Interview)
(1) Qualifications:			
Educated to level 3 or equivalent	✓		Application / Interview
(2) Knowledge to include:			
High level of computer literacy	✓		Application/ Interview
Excellent literacy skills	✓		Application/ Interview
Able to work under pressure and to strict deadlines	✓		Application / Interview
Able to use initiative, organise and prioritise	✓		Application / Interview
Able to identify and implement improvements in existing systems	✓		Application / Interview
Able to communicate effectively at all levels	✓		Application / Interview
Able to produce reports to a variety of audiences	✓		Application / Interview
(3) Experience to include:			
Experience of working in an administrative role in a complex and challenging environment	✓		Application / Interview
Recent experience of providing effective administrative support to Managers	✓		Application / Task / Interview
(4) Skills and Attributes to include:			
Evidence of effective team work	✓		Application / Task / Interview
Commitment to establishing and maintaining good working relations with colleagues, students, Partners and Customers	✓		Application / Task / Interview
Commitment to the provision of a quality service and the implementation of quality improvements	✓		Application / Task / Interview
Commitment to valuing diversity	✓		Application / Task / Interview

Able to work flexibly throughout the week/over the year by prior agreement to support the programme area	✓		Application / Task / Interview
--	---	--	--------------------------------

General:

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Staff are expected to comply with the College employment policies and procedures but in particular the Code of Conduct, DBS and Health & Safety Policy, which can be located on the College Staff Net system or via the HR Department.

Please sign as confirmation of your understanding and acceptance of the role.

You should retain one copy for your records and return one copy to the HR Department.

Sign: _____

Print: _____

Date: _____