

Job Description



JOB TITLE:

MANAGEMENT INFORMATION SYSTEMS (MIS) OFFICER APPRENTICE

PURPOSE OF THE POST:

The MIS Officer Apprentice will play a key role within the Management Information Systems department. They will contribute to effective delivery of a high-quality MIS Service through data management, data reporting and general College administration. In addition they will assist and support the management of the examinations and Award process within Orchard Hill College.

There will be a requirement for occasional travel to the various College Centres to support the examinations process

Reporting Relationships

The MIS Officer Apprentice will report to Funding and Exams Manager

DUTIES AND RESPONSIBILITIES:-

General

1. Provide a 'front desk' service to the MIS team ensuring helpdesk queries are responded to quickly and efficiently and directing to the relevant person as required.
2. Assist with the ongoing success of internal and external college wide systems by ensuring users are set up in a timely fashion.
3. To work with the MIS Funding manager to ensure that accurate and timely student and enrolment data is processed on the MIS REMS system and that relevant checks are carried out throughout the year to ensure any errors are corrected.
4. Process course and timetable data into the MIS database.

5. To provide excellent customer service to both internal/external clients
6. To undertake any other administrative duties or project work as required

EXAMS

1. To assist with tracking the progress and registration of students completing qualifications against the Award Mark Sheets.
2. To support the process of getting portfolios ready for both Internal and External Verification, liaising with Lecturers, Funding & Exams Officer and relevant Curriculum staff.
3. Visit College centres to support the students and staff with any examinations or portfolio administration.
4. To assist in the co-ordination of the Exam Access Arrangements for students and feed back to the Funding & Exams Officer for entry ensuring the Access Arrangements are in place.
5. To assist with arrangements for invigilation cover for all external Examinations
6. To support the preparation, organisation and supervision of these examinations ensuring scripts and assessments are held securely in accordance with the exam regulations laid down by all the examination boards and JCQ.
7. To organise the formal issue of certificates to students.
8. To maintain an efficient filing system associated with all aspects of examinations and Award registrations.

OTHER INFORMATION

To demonstrate a commitment to the safe guarding of children and vulnerable adults.

To promote Equality and Diversity in all contacts.

To carry out other such similar duties that may be reasonably required by the Executive Director Services.

This job description reflects the current situation. It may be altered in details and emphasis in the light of changes, service needs or function. Any changes will be fully discussed with the post holder.

PERSON SPECIFICATION

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.

Qualifications/Experience

1. Level 2 Functional Skills in English and Maths or equivalent
2. Experience of working within a team.
3. Experience of using Microsoft Windows applications/Other information systems, in particular Microsoft Excel, Word, Email
4. Experience of using REMS database - Not essential
5. Experience of working in a College environment and/or school environment. Not essential

Ability, skills and knowledge

6. Able to communicate appropriately and effectively and whilst communicating with students who have significant communication difficulties.
7. Able to demonstrate a commitment to the safeguarding of children and vulnerable adults.
8. Able to communicate appropriately and effectively with colleagues, suppliers and other external agencies. With good written and verbal skills and ability to form good working relations.
9. Able to demonstrate good level of skills in customer service, and monitor and maintain information in a confidential and sensitive approach in dealing with a wide variety of people.
10. Able to enter and collate information from the college IT system and trackers.

11. Willing/ Able to operate a range of office equipment such as photocopiers, laminators, laminators, answer phone etc.
12. Able to work within a team and independently.
13. An understanding of how/why we prioritise and organize workload to meet our constraints/deadlines internally and externally.
14. Able to demonstrate high levels of accuracy and attention to detail with good planning and organisational skills.
15. Able to work on own initiative, sometimes working under pressure and to tight timescales.
16. Able to adhere to the College's Equality and Diversity, Safeguarding of Children and Vulnerable Adults, and Health and Safety Policies and Data Protection Regulations.