RUNSHAW COLLEGE



APPOINTMENT OF STUDENT SERVICES ADMINISTRATOR - REF 261125

Runshaw College has long been recognised as one of the most successful colleges in the country, renowned locally and nationally for our exceptional results, friendly and supportive culture and focus on putting the learner at the heart of all that we do.

Our shared vision provides the focus for our work: to be a Great Place to Study, a Great Place to Work, and a Great Place for Partnerships. Please see the Strategic Plan on the college website, for full details of our vision and objectives.

We are seeking a Student Services Administrator to join our friendly and busy Student Services team. This varied, student-facing role will provide routine administrative support, respond to enquiries and help students access the right information and services through our administration and Welcome Desk functions. This is an ideal opportunity for someone who is organised, approachable and committed to providing a helpful and professional service. To be successful, you will need good communication and administrative skills, confidence using standard digital systems and the ability to remain calm, follow agreed procedures and seek advice or escalate concerns when required. Experience in administration, reception, education or customer service would be beneficial, together with a clear commitment to safeguarding, confidentiality and supporting a positive student experience.

As an individual you will be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Runshaw College is proud to be a great place to work. Our Leyland campus is home to over 5000 learners and 650 staff. Our staff community is thriving; we respect the diverse experiences of all individuals, who support each other towards shared goals through effective teamwork and collaboration. We value our staff and learners highly, and invest heavily in their development, support and wellbeing. Situated in Leyland, Lancashire, the College is near the M6, M61 and M65 and within commuting distance of Manchester, Liverpool and the Lake District.

Runshaw College is at an exciting stage in its development. We are making significant and rapid improvements to the Quality of Education across all provision types and are proud of the exceptional student experience we provide. We have every reason to be confident about our future. As a Beacon College with exceptional financial management, we have invested heavily to ensure that we have the facilities that both our current and future learners deserve whilst maintaining secure financial health.

We seek to recruit someone who shares our college values which inspire us all in our everyday work. When we created them, we all had a voice in shaping our values and we're proud of



what we came up with together: Dedication, Fulfilment, Excellence and Respect. Our values are important to us all and drive everything that we do and believe.

Whether you're looking for professional development, career progression opportunities, staff benefits or simply want to work for a highly successful organisation, Runshaw College is the place for you. We look forward to receiving your application.

Camilla Gregory
Head of Student Services
Gregory.c2@runshaw.ac.uk

RUNSHAW COLLEGE

JOB DESCRIPTION

JOB TITLE :	Student Services Administrator
REF :	261125
UPDATED :	October 2026
ACCOUNTABLE TO :	Head of Student Services
ACCOUNTABLE FOR :	Provide responsive, student-centred reception, safeguarding, administrative, case-management, compliance and operational support across Student Services. Work flexibly across the Safeguarding Reception, Student Services Admin Team and Welcome Desk in line with service needs and agreed staffing arrangements.

The description of key responsibilities is a guide to the work that you will initially be required to undertake, as directed by your line manager. They may be changed from time to time to meet changing circumstances and are reviewed in the appraisal process.

	KEY RESPONSIBILITIES
Role Specific	**Student Services administration** • Monitor and administer the Student Services inbox, responding to routine enquiries or redirecting them promptly to the appropriate specialist. • Produce Confirmation of Education letters and general student references, where permission has been provided, confirming attendance dates and course information. • Process and print new and replacement student ID cards, including during enrolment and new semesters and for replacement requests referred by the Transport Team. • Manage student absence notifications received through the communications portal or by telephone, record information accurately and refer concerns to relevant welfare or pastoral staff. • Act as the point of contact for students reporting that they need to leave college during the day. • Take accurate minutes for Progress Mentor, Progress Mentor Representative, Student Union, enrolment and student focus

	KEY RESPONSIBILITIES
	group meetings as directed, ensuring records are circulated and stored appropriately. • Administer and quality assure warning letters relating to attendance, behaviour or other cases, from formal meeting stage to Level 3, as directed by the appropriate manager. • Coordinate half-termly Student of the Course nominations with Course Leaders and arrange certificates and presentation events, including communication with senior leaders, room bookings and refreshments. • Support the administration of college trips and residentials, including parent and guardian communications, updates to trip planners on behalf of Trip Leaders, management of the trips inbox, responses to routine enquiries and distribution of first-aid kits and mobile telephones. • Provide administrative support to the Careers Team, including UCAS administration rights and support for cross-college careers events. **Welcome Desk** • Welcome students, provide prompt help with straightforward enquiries and maintain a positive, accessible front-of-house environment. • Support simple timetable and room queries and help students and staff access appointments, events and drop-in services. • Book Careers appointments and maintain the Runshaw Pay kiosk and password-reset machine for functionality, reporting faults promptly. • Identify needs, manage waiting areas and direct students efficiently to administration, Careers, financial support, Enrichment or Transport services. • Direct students sensitively to contraception and personal hygiene resources available in the area. • Maintain current posters, leaflets and information promoting enrichment, Student Union activity and wider college opportunities.

	KEY RESPONSIBILITIES
	• Administer Runshaw Shop sales, Runshaw Pay top-ups and the sale of paracetamol in accordance with safeguarding and wellbeing guidance, maintaining accurate transaction records. ▪ Contribute to effective handovers, communicate concerns about student safety or service pressures and attend relevant safeguarding, wellbeing and policy training.
Professional Practice	▪ Proactively participate in appraisal and continuing professional development (CPD) activities as required. ▪ Reflect on, and evaluate the impact of continuing professional development activities on your practice ▪ Share and update your knowledge with colleagues and, where appropriate, other networks, research communities etc to support improvement.
College Responsibilities	▪ Support the college's mission, vision, values and strategic objectives, acting as a role model for learners. ▪ Do the right things at the right time for the right reason, always acting in the best interests of learners and behaving ethically at all times. ▪ Attend and contribute to all Curriculum / Continuous Improvement Team (CIT) meetings to plan, review and share best practice. ▪ Value and champion diversity, equality of opportunity, inclusion and social equity. ▪ Be involved in the promotion and marketing of courses and in the recruitment of learners, engaging and enthusing prospective learners. ▪ Work within health and safety guidelines and be aware of your responsibilities for health and safety. ▪ Adhere to all college policies and procedures, including data protection. ▪ Along with all members of college staff, manage the behaviour of learners. ▪ Be responsible for safeguarding and promoting the welfare of children, young people and vulnerable adults. ▪ Embrace our values of respect, fulfilment, dedication and excellence and demonstrate these in day-to-day behaviours.

	KEY RESPONSIBILITIES
	▪ Support our sustainability strategy to reduce our environmental footprint. ▪ Be aware of, and responsive to, the changing nature of the college and adopt a flexible and proactive approach to work. ▪ Undertake such other duties as may reasonably be required commensurate with grade, at the initial agreed place of work or at other locations in the college catchment area.

RUNSHAW COLLEGE



PERSON SPECIFICATION

CRITERIA	ESSENTIAL or DESIRABLE	ASSESSED BY
QUALIFICATIONS AND ATTAINMENTS		
GCSE English and Mathematics at grades 9–4/A*–C or equivalent, or the ability to operate effectively at this level.	Essential	Application form, task
A relevant qualification or evidence of equivalent experience in administration, customer service, or a related field.	Desirable	Application form
Evidence of relevant learning or professional development and willingness to complete all training required for the role.	Essential	Application form, interview
EXPERIENCE, KNOWLEDGE AND SKILLS		
Experience of providing a helpful and welcoming service in a reception, administration, education or customer service setting.	Essential	Application form, interview
Experience of communicating with young people or adults who may need reassurance or support.	Desirable	Application form, interview
Understanding of confidentiality, data protection and the need to share safeguarding concerns with an appropriate member of staff.	Essential	Interview and task
Ability to complete routine administrative tasks accurately, including data entry, record keeping, monitoring inboxes, booking appointments and preparing standard documents.	Essential	Application form, task



Competency in using email, word processing, spreadsheets and shared calendars, with a willingness to learn college systems.	Essential	Application form, task
Ability to organise routine tasks, respond to interruptions and ask for support when priorities are unclear or workloads are high.	Essential	Interview and task
Ability to listen calmly, offer initial reassurance and direct people to the appropriate service or member of staff.	Essential	Interview and task
Experience of supporting routine administration for correspondence, events, trips or a similar service.	Desirable	Application form, interview
Experience of handling payments, retail transactions or till systems and maintaining accurate transaction records.	Desirable	Application
PERSONAL SKILLS AND ATTITUDES		
Align to Runshaw College values of Excellence, Fulfilment, Dedication, Respect	Essential	Application form, Interview
Display a positive, enthusiastic and friendly approach	Essential	Interview
Be a team player	Essential	Interview
Demonstrate excellent communication skills, verbally and in writing	Essential	Application form, Interview, task
Respect others, being polite in all communications and appreciating their skills, experiences and contributions	Essential	Application form, Interview
Have high standards and be conscientious	Essential	Interview
Be organised and manage own time effectively to ensure all expected tasks are completed on time	Essential	Interview
Suitable to work with children, young people and vulnerable adults	Essential	Interview, Employment Checks

RUNSHAW COLLEGE

SUMMARY OF MAIN TERMS AND CONDITIONS	
SALARY	Up to £10,169 p.a. (FTE £27,005 p.a.) In addition, Runshaw College will contribute up to £702 p.a. (FTE £1,863 p.a.) in employer pension contributions
WORKING HOURS	16.5 hours per week, working 7.45 am - 16.30 pm Thursday and Friday 38 weeks per year during term time
CONTRACT TYPE	Permanent
PENSION SCHEME	Local Government Pension Scheme. Visit: Home :: LGPS (lgpsmember.org)
HOLIDAYS	- 20 days holiday in each holiday year, increasing to 25 days holiday after completing 5 years' service (as at 01 August) - 8 Bank and Public Holidays - 4 extra Statutory Holidays - 3 closure days, should the College decide to close in the interests of efficiency This entitlement will be on a pro-rata basis for posts that are part-time.
LOCATION	On campus, Langdale Road, Leyland. PR25 3DQ.
SAFEGUARDING	The successful applicant will require a DBS (Disclosure and Barring Service) Certificate. All applications are dealt with in accordance with the DBS's Code of Practice and the College's Policies on the Recruitment of Ex-Offenders and on The Secure Handling and Use of DBS Certificates. Visit www.gov.uk/government/publications/dbs-code-of-practice for a copy of the Code of Practice. Copies of the College policies are available on the College's website at www.runshaw.ac.uk The DBS offers a confidential checking service for transgender applicants, giving the choice not to have any gender or name information disclosed on their DBS certificate that could reveal their previous gender identity. Contact the sensitive applications team by telephoning 0300 1061452 or emailing sensitive@dbs.gov.uk.
HEALTH	Appointments are subject to satisfactory health clearance. You will be required to complete a Health Questionnaire and may be asked to attend a medical.
PROBATION PERIOD	This post is subject to the successful completion of a 12-month probation period.

CLOSING DATE	12 noon, Tuesday 24th November 2026
INTERVIEW DATE	TBC
JOB PACK APPROVED BY Camilla Gregory	November 2026

RUNSHAW COLLEGE

Just some of the **Benefits** of working for us



We aim to be a truly great place to work, offering an excellent reward and benefits package, along with extensive opportunities for ongoing professional development.

Financial

Occupational Sick Pay:
- Up to 26 weeks on full pay and 26 weeks on half pay, depending on length of service.



Pensions:
- Career average defined pension scheme:
  - Local Government Pension with up to 6.90% employer contribution.
  - Teachers' Pension Scheme with up to 28.68% employer contribution.
- Tax relief on the contributions paid.
- Ill-health retirement options.
- Financial security with immediate life cover and dependant benefits in the event of death in service.
- Option to pay more or less contributions.
- Flexible retirement options: choose when to take your pension between age 55 and 75 years.

www.yourpensionservice.org.uk
www.teacherspensions.co.uk

Professional Development



- A structured induction programme.
- A comprehensive professional development programme including internal and external events.
- Annual £100 training allowance for a Runshaw course (in addition to work-related training).
- A special programme of support for teachers new to the profession, which includes induction and additional support from the College's Advanced Practitioners.
- Opportunity for teaching staff to achieve QTLS (Qualified Teacher Learning and Skills) status, helping teachers advance in their careers and demonstrate their expertise and experience.
- Themed College Improvement Days with dedicated time for development activities.

Rewards and Perks

- Discounts and cashback at major retailers, entertainment, travel, leisure, and dining.
- Free Microsoft Office license and anitvirus for work and personal devices.
- Staff social events and team building.

Recognition and Celebrations

- Team Excellence Award to recognise outstanding staff contibutions.
- Opportunity to participate in and celebrate a range of religious festivals and events.

Pay and Progression

- Salary scales which are among the best in the post-16 sector.
- Opportunities for pay progression under the College's Pay Principles, plus annual cost of living increases (this is considered on an annual basis).

Work Life Balance

Annual Leave:
- Teaching staff: 50 days
  Management: 35 days
  Support: up to 25 days (pro-rata)
- Plus 8 bank holidays and 5+ days Christmas closure.
- Option to buy up to 10 extra unpaid days through 'HolidayPlus Scheme'.

Family Friendly:
- Flexible working options, Special Leave & Career Break policies.
- Enhanced occupational maternity, adoption and paternity pay.
- A 'Happy to Talk Flexible Working' employer.
- 35% discount off on-site FUNDA children's holiday club.

On-site Facilities

- Free car parking.
- An extensive range of catering facilities on site including Starbucks Coffee.
- Free use of the college gym.
- Contemplation and Faith facilities.
- Beautiful woodland campus.

Health & Wellbeing

Counselling Service:
- Free, confidential 24/7 telephone counselling, plus face-to-face counselling and supervision.

Employee Assistance Programme:
- Support for personal and work issues, including expert advice on debt, health and legal matters.
- Free wellbeing webinars & online resources.

Health:
- Access to a 24/7, 365 days-a-year GP consultation service for staff and immediate family.
- Cycle to Work Scheme which promotes cycling through tax incentives, providing great savings across a range of bikes, clothing and accessories.
- Free on-site flu vaccinations
- Access to BHSF Cash Plan, claiming reimbursement for everyday healthcare including optical and dental bills, therapy treatments, diagnostic health consultations and health screening.
- Support from College Mental Health First Aiders.
- Access to on-site health and wellbeing screening and support including podiatry, physiotherapy, hearing tests and health checks.
- Positive about support for staff with mental health, with Mental Health Champions and being a 'Mindful Employer'.
- Reimbursement for regular eye tests and a contribution towards spectacles for staff identified as DSE users.

Forces Families Jobs

disability confident EMPLOYER

MINDFUL EMPLOYER