

Post Title: Site and Team Administrator	Director/Service/Sector Community, Health and Wellbeing Learning and Skills Service – Adult Learning		Office Use
Grade: Band 4	Workplace: Adult Learning Site		JE ref: HRMS ref:
Responsible to: Education Lead	Date: 01/02/2016	Manager Level: N/A	
Job Purpose: To manage an adult learning service site on a day to day basis: leading the organisation of programmes and activities at the site. To provide the administration services for the site and a programme team. To be the first point of contact for problem solving and supporting customers, the public, learners, lecturer and premises issues.			
Resources	Staff	Line manage apprentices as required	
	Finance	Produce and approve sessional pay claims and learner payroll and bursary Receipt and bank income from lettings, fees and income from other charges Manage small amounts of petty cash under £250 Check financial evidence of eligibility for fee remission and learner grant programmes against set criteria	
	Physical	Management of a site including reporting building issues and co-ordinating repairs Handling and processing information Ordering and stock control Careful use of PC and shared responsibility for other office equipment provided Manual handling of resources and equipment for programmes	
	Clients	Frequent contact with customers and suppliers, the public, learners, lecturers and internal colleagues	
Duties and key result areas:			
<div>1 To manage the site on a day to day basis dealing with caretaking, cleaning and premises issues. To report building issues and faults and co-ordinate the response. To ensure facilities are maintained in good clean condition at all times.</div> <div>2 To co-ordinate room allocations and ensure effective timetabling of rooms and facilities to maximise income generation. To promote facilities for event and private lettings arrangements and manage the bookings and billing for customers.</div> <div>3 To ensure resources are in maintained in good condition and prepared ready for programmes. To make arrangements for replacement / repair as required. To report ICT issues for staff and learner networks, using the appropriate help desk facilities and liaise with the ICT Network, Applications and E-Learning Developer on ICT resources and developments.</div> <div>4 To ensure appropriate insurance, health and safety, equality and diversity, safeguarding, prevent and e-safety notices are displayed at all times. To ensure an up to date and inspiring range of organisational and local information, learner’s work and feedback is on display at the site at all times, taking a lead in producing a range of displays that reflect the diversity of service work and achievements.</div> <div>5 To provide exceptional first point of contact for customers and suppliers, the public, learners, lecturers and colleagues: answering telephone, email and other methods of contact to agreed standards and timescales.</div> <div>6 To provide high quality independent information, advice and guidance to prospective and current learners on work and learning, helping learners to assess their levels and possible learning and work pathways. To make referrals to the Education Lead for Learning Support for further guidance and</div>			

additional support as required. To maintain records of information, advice and guidance and process in a timely manner. To carry out any agreed follow up work with clients.

- 7 To ensure that course files, schemes of work, lesson plans, risk assessments and personal learning records are procured from teaching staff and are completed to required standards in a timely manner. To refer concerns rapidly to the Education Lead.
- 8 To plan and co-ordinate a range of open days, enrolment events and site visits for groups and individuals.
- 9 To liaise with the Education Lead and the Corporate Services, Marketing and External Development Lead to ensure a good range of marketing materials are produced and appropriately distributed on the opportunities at the site.
- 10 To co-ordinate the site's enrolment process ensuring enrolments, learner agreements, identification, payments and fee remission evidence is collected and processed in a timely manner. To ensure payment of fees is secured prior to the start of programmes.
- 11 To check learner attendance on a daily basis and make contact with missing learners to secure their re-attendance. Where required, to liaise with the relevant Education Lead to arrange other support to help learners be retained on programme where they cannot return to class. To promptly record withdrawals and learners returning to learning.
- 12 To locally promote discretionary learner support funds and support learners to make applications.
- 13 To locally promote the service's Hot Topics including information on SHEDSS (safety, health, equality, diversity, safeguarding and sustainability). To act as a local SHEDSS champion and be the first point of contact for staff and learners.
- 14 To provide invigilation cover as required. To liaise with the Examinations Officer in respect of the administration of examination entries, coursework requirements and the conduct of examinations and examination results at the site. From time to time to collect and return examination papers from other sites as needed. To ensure the security of examination papers, organise examination venues and invigilation, ensuring the safe dispatch of completed examination documentation to awarding bodies.
- 15 To provide administrative support to the site and team including the preparation of resources and materials for learners, general office support, handling mail, dealing with customers, filing, photocopying, collation, fax, lamination, binding, maintaining and issuing stock in accordance with corporate and service standards. To maintain information systems such as filing, service, client or asset records, booking forms and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use
- 16 Maintain an assets list for the site and ensure that insurance cover is up to date
- 17 To take part in a daytime and evening rota of site, first aid and fire warden cover.
- 18 To prepare materials for committees, working groups and team meetings. To arrange meetings, attending and taking accurate notes as requested.
- 19 To co-ordinate the procurement of sessional pay claims and carry out reconciliation against class registers, submitting to Employee Services in a timely manner. To promptly request purchase orders for all goods and services for the site and team. To promptly facilitate the payment of creditors by the batching and submission of invoices. To promptly facilitate the collection of income by requesting invoices to debtors to be raised. To receive, record and bank fee income from learners and petty cash in accordance with financial regulations.
- 20 To actively promote and gather learner feedback through tell us what you think, surveys and questionnaires, you said we did and other methods. In conjunction with the Education Lead, to agree and make changes to site practices to ensure the service meets the needs of learners and other site

users.

- 21 To ensure the maintenance of safe working practices and environments for all staff and learners in accordance with the policies of Northumberland County Council and relevant legislation.
- 22 To be committed to equal opportunities and to comply with the County Council's diversity and equality policies. To be committed to safeguarding learners and follow policies, practices and procedures in relation to protecting children and adults.
- 23 To be committed to professional self development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participate in and maintain professional networks.
- 24 There will be a requirement for unsupervised contact with children / young people in this post whether through teaching, advice and guidance, general or technical support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional travel between centres
Working patterns:	Daytime and evening rota of working
Working conditions:	Site based in an adult learning centre or shared corporate premises

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Essential	Desirable		Assess by
Knowledge and Qualifications			
NVQ / Certificate / Diploma at Level 3 in administration or customer service or similar NVQ / Certificate / Diploma at Level 2 in Team Leading or similar ICT qualification at Level 2 or higher NVQ Level 3 in Advice and Guidance Current first aid certificate Actively undertaking ongoing continuous professional and personal development.	Knowledge of County Council procedures Current Fire warden training Current Safeguarding and Prevent training Current E Safety training		A, I
Experience			
Substantial administration experience Competence in using Google, Microsoft Office, E-Business and Educational Business Systems (EBS). An active desire to provide effective customer centred services, with substantial experience in a customer facing role including dealing with difficult or challenging customers.	Minute taking Experience of using web based or in house computer recording systems		A, R, I
Skills and competencies			
Effective organisational skills Nurate Ability to work methodically and systematically. Adopts a collaborative approach to work. Absorbs information and applies it effectively. Good interpersonal and communication skills Excellent and consistent manner with customers Ability to demonstrate initiative and responsibility for taking a piece of work forward Able to work accurately to deadlines Ability to handle and secure confidential information	Able to analyse business related statistics		A, R, I, T
Physical, mental and emotional demands			
Able to operate effectively in a pressurised working environment Able to multi task and prioritise workload Able to move, erect and dismantle training equipment and resources Need to maintain general awareness, with periods of concentration. Uses discretion in resolving minor problems or enquiries. Works without frequent reference to others and short periods without direct supervision. Is able to plan, schedule and monitor own work, within short term.			I
Other			

Dependable, reliable, a good timekeeper and effective guide/mentor. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Proactive and achievement orientated. Able to work with minimum supervision. Understand and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Committed to equal opportunities Committed to health and safety Be able to independently meet the travel requirements of the post	Helps to create and encourages a positive work culture.	I
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits