

## Job Description

<b>Post:</b>	Pathways Administrative Assistant
<b>Department</b>	Pathways SEND department
<b>Responsible to</b>	Head of Pathways SEND department
<b>Hours and Distribution</b>	<b>Part time (16.5 hrs), term time (39 weeks)</b> 16.5 hrs over 3 days, 9.30am – 3.30pm including a half hour unpaid lunch break (with some flexibility)
<b>Working closely with</b>	Head and Second of Pathways SEND department Admissions Team SIS Team Other appropriate colleagues

### Key Purpose

To support the day-to-day administrative and operational requirements of the Pathways SEND department including - but not limited to - student/parent enquiries, college events, maintaining student data, EHCP administration, and admissions. To work flexibly as part of the Pathways team, contributing to the development of administrative systems and procedures, in order to ensure that a high-quality support service is provided to students, their families and department staff.

### Duties and Areas of Responsibility

Operation and Coordination – Core Duties	
1	Support the administrative requirements of annual college events and processes falling within the SEND Department. This includes: data collection and the accurate and up-to-date maintenance of students' records; the admissions and enrolment process; the administration of internal and external examinations; preparation of documents for funding applications and annual student reviews in line with local authority guidelines; supporting school liaison, progression, transition, and open events.
2	Organising and maintaining the department diary, arranging and attending meetings as required, booking rooms, and preparing relevant paperwork.
3	Support and maintain learner attendance, retention, and achievement strategies by providing a proactive student support service, working alongside Heads of Department.
4	Contribute to the development of administrative systems and procedures, to ensure that a high-quality administrative service is provided to students and staff covering the entire student journey.
5	Deal with routine communication from students, parents, outside agencies and college staff, referring on to appropriate specialist staff in accordance with college procedures.
6	Acting as first point of contact, welcoming all visitors and students to the college, dealing with telephone and face-to-face enquiries in a professional and pleasant manner.
7	Undertake routine tasks e.g. filing, photocopying, shredding and maintenance of stocks of stationery, supplies and information leaflets.

### Environment and Facilities

## Job Description

1	Maintain a clean, healthy, safe working environment by consulting with facilities staff and complying with appropriate legislation or college policies/procedures.
<b>Quality and Reporting</b>	
1	Support quality control procedures and customer feedback monitoring in line with plans and targets.
2	Report to appropriate colleagues on possible strategies for service development delivery.
<b>General (including Personnel and Relationships)</b>	
1	Work effectively with the Student and Information Services and other related teams to ensure an effective service.
2	Support performance management procedures and be an active participant in appraisal.
3	Engage in continuing professional development by attending relevant meetings and training sessions, within college or externally.
4	Ensure all appropriate paperwork is completed in line with college requirements.
5	Ensure awareness and implementation of relevant legislation and college policies, particularly those relating to health and safety, equal opportunities, data protection and safeguarding and comply with requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
6	Ensure all service policies and procedures are documented, clear and up to date.
7	Engage with college staff to ensure an effective service delivery, maintaining a professional attitude at all times.
<b>Other</b>	
Any other responsibilities appropriate to the position.	

The duties are indicative of the requirements of the post. It is college policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate.

The above job description was agreed as detailed below:

<b>Name of the Post holder:</b>	
<b>Sign:</b>	<b>Date:</b>
<b>Name of Line Manager:</b>	
<b>Sign:</b>	<b>Date:</b>