

Job Description

Post:	Student and Information Services Assistant
Department	Student and Information Services (SIS)
Responsible to	Director of Student and Information Services
Hours and Distribution	37 hours per week full year As a guide: standard working week = Mon - Thurs 8.30 - 4.30pm and Fri 8.30 - 4.00pm including a half hour unpaid lunch break (some flexibility will be required from time to time to meet operational needs and attendance at events)
Working closely with	Director of Student and Information Services Admissions Team SIS Team Learning Centre Team Other appropriate colleagues

Key Purpose

To support the day-to-day administrative and operational requirements of the SIS division – including but not limited to reception duties, student/parent enquiries, college events, management information systems, exams, UCAS and admissions. To work flexibly as part of the SIS team, contributing to the development of administrative systems and procedures, in order to ensure that a high-quality support service is provided to students and staff.

Duties and Areas of Responsibility

Operation and Coordination – SIS Core Duties	
1	Support the administrative requirements of annual college events and processes falling within the SIS remit, including MIS 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, delivery of Open Evenings and Parents' Consultation Evenings, including attendance at college events.
2	Support and maintain learner attendance, retention, and achievement strategies by providing a proactive student support service, working alongside Heads of Year and the Senior Tutor team.
3	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.
4	Deal with routine communication from students, parents, outside agencies and college staff, referring on to appropriate specialist staff in accordance with college procedures.
5	As required: undertake reception and switchboard duties, acting as first point of contact, welcoming all visitors and students to the college receptions, dealing with telephone and face-to-face enquiries in a pleasant and courteous manner, receiving and directing visitors to the appropriate person or department.
6	Undertake routine tasks e.g. filing, photocopying, shredding and maintenance of stocks of stationery, supplies and information leaflets.
7	Clerical and postal duties where required.

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Budgets and Resources	
1	Identify resource needs, within the area and ensuring the most cost-effective use of budgets.
2	Comply with all financial procedures, particularly in relation to ordering processes.
Environment and Facilities	
1	Maintain a clean, healthy, safe working environment by consulting with facilities staff and complying with appropriate legislation or college policies/procedures.
Quality and Reporting	
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.
General (including Personnel and Relationships)	
1	Work effectively with the Student and Information Services and other related teams to ensure an effective service, operating timetable and duty rotas.
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.
8	Support the development of the Learning Centre.
Other	
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:

Name of the Post holder:	
Sign:	Date:
Name of Line Manager:	
Sign:	Date: