

- Main purpose of job:** Work as part of Swarthmore's Learner Support/ General Administration team to provide specific and general administrative duties to support student progress and the efficient running of the Centre.
- Responsible to:** Senior Centre Administrator
- Hours:** 36 hours per week
- Salary:** £12.15 per hour (£22,744.80 per annum)
- Conditions:** Swarthmore terms and conditions apply

The post holder will be expected to carry out her / his duties in the context of the Centre's Equal Opportunities Policy and Health & Safety guidelines.

**Purpose:**

The purpose of this role is to provide welcoming supportive service to learners including high quality information and advice, initial assessment, out of classroom support to ensure continued learning, and a single effective point of contact for learners and external customers at the Centre. The role will include reception cover, exams invigilation and administration, data inputting and liaising with a range of Swarthmore stakeholders. The role will support the administration function of Swarthmore Education Centre and provide support to the Management Team.

**Main Duties:**

- Provide a professional and welcoming service to all visitors at the Centre.
- Work as part of a team to ensure the efficient running of the Centre.
- Conduct high quality initial assessments, liaising with teaching team and managers to ensure that all learners enrol on appropriate provision and that all eligibility criteria is met, evidenced and recorded on enrolment paperwork. Provide learners with relevant information about programmes, and complete relevant enrolment documentation. Support learners in the completion of other required documentation, e.g. learning support application.
- Provide high quality information at the start of the learner journey to ensure learners are enrolling onto an appropriate course and providing progression information throughout the learner journey.
- Monitor learner attendance, ensure register records are kept up to date, conduct return to learning interviews with learners after periods of absence, liaising with tutors / managers to ensure action plans are in place, and all evidence is recorded.
- To record all enquiries accurately, send out application forms and other information, signposting all stakeholders effectively.
- To answer the telephone in a timely and pleasant manner, taking accurate messages and passing to appropriate staff.
- Deal with customer queries and contact learners in relation to a number of issues where required, ensuring all evidence is collated and actioned.
- Ensure all data is inputted accurately and in a timely manner, using the centre's MIS and tracking systems.
- Work with colleagues to action interventions with learners who are at risk of non-achievement or withdrawal.
- Invigilation of exams and other controlled assessments
- Working alongside colleagues to collect appropriate data from customers, including the facilitation of learner surveys and other similar activities.
- Provide admin support to the Management Team ie letters, emails, phone calls and minuting meetings where required.
- To provide support to any community based learning, completing documentation and collating evidence off site as required.
- To provide cover on a rota to ensure reception is staffed during opening hours, including some evening and weekend cover.

The above are the key responsibilities and tasks that the job holder will normally cover. However, there may be other functions that the job holder may be asked to perform to allow the whole function to operate effectively.

## **Responsibilities and Duties:**

### **1. Record Keeping and Communication Systems**

- Reviewing, updating and implementing administrative systems as required to support the learner journey.
- Ensuring the efficient and appropriate filing of data records, including paper records and computer databases.
- Ensuring the efficient internal and external communications systems, including email, letters, telephone messages to support learners and the Centre.
- Updating noticeboards and information displays throughout the Centre.
- Providing up-to-date information regarding the offer at the Centre.
- Ensuring all activity is carried out in accordance with GDPR regulations.

### **2. Support of Management Team**

- Provide and support administrative tasks to support the Director and Management Team.
- To liaise with accrediting bodies regarding administrative procedures and queries, ensuring learners are registered, including exam booking and invigilation.
- Work as part of the team to ensure all examination papers received are stored securely following guidelines laid down by the awarding body, and ensuring completed papers are dispatched promptly and appropriately.
- Collating data arising from questionnaires and surveys.
- Reviewing and updating course outlines available on Swarthmore's website.

### **3. General Duties:**

- Supporting learners to enrol, attend, achieve and progress.
- Meeting miscellaneous administrative, monitoring and reporting requirements as required.
- Undertaking administrative tasks relating to promotion and events held in, or on behalf of the Centre.
- Liaising with external individuals and organisations.
- Assisting with room bookings as required.
- Working in and undertaking reception tasks as required.
- Carrying out other duties that may reasonably be requested by the Management and Administrative team.

## Qualifications & Experience

Criteria	Essential	Desirable
Good standard of education	x	
Level 2 IAG (or willingness to complete within 2 years)	x	
Level 2 Customer service (or willingness to complete within 2 years)	x	
Experience of maintaining effective systems and processes	x	

## Skills

Criteria	Essential	Desirable
First rate organisational and time management skills	x	
Excellent communication skills	x	
Ability to prioritise conflicting demands	x	
Very effective organisational and administrative skills	x	
Strong IT skills – (Microsoft 365, Google)	x	
Excellent written and verbal communication skills	x	
Excellent attention to detail	x	

## Personal characteristics

Criteria	Essential	Desirable
Confident and positive	x	
Ability to work effectively under pressure	X	
Takes responsibility for seeing tasks through to completion	x	
Thrives on variety and change	x	
Able and willing to adapt and respond to unexpected events	x	
Able and willing to maintain a realistic balance amongst multiple conflicting priorities	x	
Friendly and professional manner	x	
Customer / learner focussed	x	
Highly motivated and committed to working as part of a team	x	