

Job Description –

Student Journey Administrator

Reporting to: Student Journey Manager



General responsibilities

- The role is to carry out a wide range of duties within in the Student Journey area primarily supporting and providing comprehensive support in its day-to-day functions in support of students, parents, and staff.
- The post holder will be working in a key area of the college with a high degree of customer and staff contact and will report to the Student Journey Manager.
- The duties will be wide-ranging, and the post holder will be expected to work flexibly in assisting the college in carrying out its clerical and administrative function.
- The role includes working with a staff body of over 300 people, both teaching and support, and over 3,000 students.
- Ensure a high standard of customer service for students, staff, and stakeholders.
- Ensure good communication, adherence to deadlines and compliance with college processes.

| | This post is accountable for: |
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| Working as part of the Student Journey Team | Daily management of SJ telephone and email correspondence and subsequent follow up actions. |
| | General day to day administrative functions. |
| | Providing administrative support to the Pastoral Team and wider college |
| | Requesting, responding, and monitoring of all student references. |
| | Be the key point of contact for students, parents, and staff in issuing of Warnings and disciplinary letters. |
| | Support to students and parents in relation requests for confirmation of college attendance. |
| | Attendance monitoring – support the wider SJ team in managing the student absence reporting system. |
| | Supporting the SJ team with college trips. |
| | Support to SJ Manager in processing DBS applications for students who require them as part of overall qualification. |
| | Participate and assist in organisation of cross college events. |
| Working as part of Reception Team | A complete full working knowledge of Reception functions – covering First Aid, Lost property, allocation and monitoring of college minibus and mobile phone bookings, dealing with all visitors, and ensuring all safeguarding requirements are met in relation to maintaining and issuing visitor passes. |
| Ensure that cross college projects and processes work | Ensure a timely flow of required information from the Student Journey to Faculty Heads and other parts of the college including SLT, MIS, marketing, and Human Resources. |

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| successfully for staff and students | Safeguarding and promoting the welfare of young people and vulnerable adults as part of your everyday duties (Including Health and Safety responsibility). |
| | Undertake such duties related to the work of the college as may be assigned, consistent with your level of responsibility. |

PERSONAL SPECIFICATION

We are seeking someone who closely matches the following criteria:

| | ESSENTIAL | DESIRABLE |
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| QUALIFICATIONS | Good level of English written and verbal, ideally Maths and English GCSEs A*-C or equivalent. | |
| SKILLS/PERSONAL QUALITIES | Excellent verbal communication skills, good written communication skills, confident telephone skills, ability to deal with staff, students, parents. | |
| | Confident with IT especially word processing. | |
| | Able to learn new tasks quickly, be organised, able to work accurately and use their own initiative. | |
| | Good timekeeping and able to organise | |
| | Ability to manage a varied workload | |
| | Able to be flexible and adapt quickly to change | |
| | Positive, enthusiastic, and motivated | |
| | Suitable to work in a college environment in the presence of children, young people and vulnerable adults and to act accordingly. | |
| EXPERIENCE | | |
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This job description sets out the main duties of the post at the date on which it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.