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**Job Description – Student Services** Administrator

**JOB TITLE**

Student Services Administrator

**ACCOUNTABLE TO:**

Learner Support Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

The Student Services Administrator will:

* To provide administrative support to the Learner Support and Student Service Departments ensuring student details are entered in accordance with the requirements of the college and our external funding bodies.
* To assist in developing and maintaining dedicated tracking and monitoring systems to ensure that budget targets are met and guarantee a robust and appropriate claim for Additional Learning Support.
* To ensure that student information is recorded into appropriate college systems, so that internal and external stakeholders can be provided with accurate information.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To be responsible for undertaking a range of administrative duties within the Learner Support and Student Services departments relating to the recording and storing of student information and liaising with internal and external stakeholders.
* To assist with the development and maintenance of CPOMs safeguarding tracking and monitoring system and maintain accurate records to ensure a robust mechanism is established to support college Safeguarding processes.
* To provide data to assist in the monitoring and evaluation of service provision to ensure that the needs of individual learners are met, and a cost-effective service is maintained within the budget available.
* To have administrative overview of Education Health Care Plans including the coordination of annual reviews, taking minutes and working within the department to create a yearly cycle.
* To liaise with external stakeholders to ensure information requested is shared in a timely manner e.g. timetables for transport teams.
* To manage new learner apprentice CVs and liaise with internal and external stakeholders to ensure information
* To record provision, exam access arrangements and SEND needs onto college systems such as EBS, SharePoint and Cognassist so that appropriate learning support funds can be claimed, and reports produced in a timely manner to both external and internal stakeholders.
* To use college systems effectively to ensure students records are maintained and up to date.
* To liaise with feeder schools to support a smooth and planned transition for learners.
* To ensure accurate internal evidence is in place and current with any specialist assessments obtained to meet JCQ requirements for exam access arrangements.
* To work with internal stakeholders on the deployment of exam access arrangements for assessments and exams.
* To liaise with external agencies and learners to organise assessments for exam access arrangements in a timely manner.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high-quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification -**

Student Services Administrator

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| 5 GCSE’s (including Maths & English or equivalent) | **✓** |  | AF /Cert |
| Experience |  |  |  |
| Intermediate to advanced skills Microsoft Office skills | **✓** |  | AF / IV |
| Substantial experience of Learning Support processes |  | **✓** | AF / AT / IV |
| Experience of working in an education environment |  | **✓** | AF / AT / IV |
| Experience of using CPoms to record and report. |  |  | AF / IV |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all | **✓** |  | AF / AT / IV |
| Welcome suggestions for improving standards and offer suggest improvements | **✓** |  | AF / AT / IV |
| Act as a team player | **✓** |  | AF / AT / IV |
| Accept responsibility for personal activities within agreed parameters | **✓** |  | AF / AT / IV |
| Display a high standard of personal integrity | **✓** |  | AF / AT / IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives | **✓** |  | AF / AT / IV |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner | **✓** |  | AT/ IV |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems | **✓** |  | AT / IV |
| Organised and attentive to detail | **✓** |  | AT / IV |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand | **✓** |  | AT / IV |
| Able to demonstrate organised and analytical problem-solving skills with the tenacity to search out and explain relevant information |  | **✓** | AT / IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students | **✓** |  | AT / IV |
| Develops relationships with internal customers and gains their respect | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output | **✓** |  | AT / IV |
| Ability to prioritise own work, multi-task and shift priorities | **✓** |  | AT / IV |
| Proactive in taking action to achieve goals | **✓** |  | AT / IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview