

JOHN LEGGOTT COLLEGE



JOB DESCRIPTION

JOB TITLE:	Post 16 Centre Administration Assistant
REPORTS TO:	Centre Lead
SALARY:	Scale Point 5 £25,159pa FTE. Actual £22,069pa.
CONTRACT:	Permanent / Full Time (Term Time + 1 week)
WORK PATTERN:	Monday to Friday (37 hours per week)
LOCATION:	Primarily based at JL Humber. Regular travel to the main John Leggott College campus in Scunthorpe is required, normally two days per week, and at other times as required for meetings, training, enrolment activities and operational support.

Purpose of the role

To provide high-quality administrative and reception support for JL Humber, acting as the first point of contact for students, staff, visitors and external stakeholders. To ensure outstanding service provision and the efficient day-to-day operation of the centre. The postholder will provide personalised and timely administrative support to students throughout their learner journey, support the Centre Lead, and work collaboratively with central college teams to ensure students can access the full range of college services and support available.

Key responsibilities

Reception and Student Support:

- Act as the first point of contact for students, visitors and external stakeholders.
- Provide a professional reception service, responding to enquiries in person, by telephone and electronically.
- Demonstrate outstanding customer service and signpost students to relevant internal and external support services.
- Ensure key student messages are communicated effectively to staff and students.
- Maintain a welcoming, organised and professional reception environment.
- Support visitor management procedures and maintain a positive image of the college.

Administration:

- Undertake day-to-day administrative functions to ensure efficient operation of the centre.
- Maintain accurate and up-to-date student records using college systems.
- Administer and support the recording of student absence on college databases.
- Support the administration and coordination of student applications.
- Administer and support with the collection of payments/PayMyStudent, ensuring accurate payment records.
- Receive and assess bursary applications in line with college procedures.
- Produce correspondence, meeting documentation, reports and other administrative records as required.
- Maintain electronic and paper filing systems, ensuring confidentiality and compliance with data protection requirements.

Support to the Centre Lead:

- Provide comprehensive administrative support to the Centre Lead.
- Organise meetings, prepare documentation and maintain records of actions.
- Support communications with students, parents/carers and external agencies.
- Assist with planning and administration associated with recruitment, enrolment, induction and other centre activities.

Learner Engagement and Events:

- Ensure that key student messages are consistently communicated to staff and students.
- Support colleagues with administrative tasks for events including, but not limited to, Induction and Enrolment Days, Parents' Evenings and Open Events.
- Assist with activities which promote student engagement and participation.
- Contribute to a positive, inclusive and supportive learning environment.

In addition to the above-mentioned attributes the successful candidate will be expected to:

- Support effective safeguarding of all young people throughout the College.
- Adhere to College policies and procedures e.g. Equality and Diversity; Health and Safety.
- Undertake any such other duties as may be required, commensurate with the post which does not change the character or purpose of the post which are necessary to maintain outstanding standards.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

LEON RILEY
Principal

Employee signature:

Date:

Line manager signature:

Date:

Person Specification

AF = Application Form

Q = Qualification

I = Interview Process

Qualifications and awards	Essential/ Desirable	Assessment Method
Good standard of Level 2 education including GCSE English and Maths (Grade 4/C or above)	E	Q, AF
Level 3 qualification or equivalent	D	Q, AF
Professional Knowledge and Experience	Essential/ Desirable	Assessment Method
Experience in an administration or customer service role	E	AF, I
Experience of working in a reception or front-facing environment	E	AF, I
Experience of maintaining accurate records and databases	E	AF, I
Excellent IT skills including Microsoft Office applications and database systems	E	AF, I
Experience of processing payments and maintaining financial records	E	AF, I
Experience of supporting student finance or bursary processes	D	AF, I
Experience of minute taking and producing meeting documentation	D	AF, I
Understanding of safeguarding and child protection responsibilities	E	AF, I
Experience of working within an educational environment	D	AF, I
Interpersonal Skills/ Intellectual ability	Essential/ Desirable	Assessment Method
Ability to provide outstanding customer service to a wide range of stakeholders	E	AF, I
Excellent verbal and written communication skills	E	AF, I
Ability to explain information clearly and effectively to different audiences	E	AF, I
Ability to manage competing priorities and work		

effectively under pressure	E	AF, I
Ability to work independently and prioritise workload, working to tight deadlines.	E	AF, I
Ability to develop effective working relationships with students, staff and external stakeholders	E	AF, I
Empathy and professionalism when supporting students who may require additional help	E	AF, I
Be proactive, flexible and adaptable to changing situations and working locations	E	AF, I
Strong organisational and administrative skills with excellent attention to detail	E	AF, I
Ability to maintain confidentiality and handle sensitive information appropriately	E	AF, I
Particular Requirements	Essential/ Desirable	Assessment Method
Flexible approach to working to accommodate essential target dates in the life of the college	E	AF, I
Commitment to continuous professional development	E	AF, I
Have a full UK driving licence with access to a vehicle in order to attend / visit / work from all sites under the JLC brand	E	Q
Ability to travel regularly to the main John Leggott College campus in Scunthorpe (normally two days per week) and at other times as required	E	AF, I