



JOB DESCRIPTION

- Post:** Administration Assistant
- Responsible to:** Higher Education Coordinator
- Salary:** £18,886 – £20,112 per annum
Full Time
- Conditions of Service:** Truro and Penwith College Conditions of Service
- Main Purpose of Job:** To provide administrative support to the Higher Education department, offering a professional, supportive service to all staff and students.

Working within a successful team, the prime responsibility will be to offer a professional, supportive service to all staff and students. There will be significant quality assurance and administration including checking quality documents for accuracy, minute taking and meeting organisation as well as other secretarial duties. There will be significant computer-based administration, spreadsheets and data entry duties.

- Specific Duties:**
- To provide administrative support to the HE Coordinator, HE Programme Team Leader and other key staff in the HE team.
 - To maintain HE student records on the College electronic student records system (unit-e).
 - To take a lead role in the organisation and management of HE induction days, preparing enrolment paperwork, booking rooms, scheduling staff, etc.
 - To process extenuating circumstances claims, provide attendance monitoring support, process withdrawal / interruption of studies paperwork and assist in arranging student support meetings.
 - To assist in the processing of applications and enrolments for University level courses.
 - To assist in the preparation and check the accuracy of programme documentation for approval events and quality assurance.
 - To give information and advice in response to customer enquiries on the telephone, in person and via email.



To cover reception in the absence of the Full Receptionist, receiving visitors to the College and dealing with initial enquiries from members of the public, students and staff.

To take minutes at the Higher Education Meetings.

General Requirements:

As a member of staff the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To maintain the highest standards of professional behaviour at all times (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.



The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.



PERSON SPECIFICATION

Administration Assistant - HE

Ideally, the person appointed will have the following skills and experience:

- An understanding of Higher Education/College Administration would be an advantage
- High level of IT skills in areas such as word processing, spreadsheets, email and MS Teams
- Experience of general secretarial and administrative work (including minute taking)
- Excellent organisational skills.
- Strong interpersonal skills to help you relate to students, academic staff, teachers, senior managers and colleagues in other areas of education administration.
- Professional telephone manner
- A willingness and flexibility to learn and then operate new procedures effectively
- Ability to work on your own initiative
- Relevant IT and administration qualifications

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.