

## JOB DESCRIPTION

<b>Post:</b>	Student Services Administrator
<b>Responsible to:</b>	Student Services Team Leader
<b>Salary:</b>	£22,011 pro rata (£11,432 per annum) Scale 2 Point 16 Part Time 25 Hours, Term Time 38 weeks 10:00am – 3.30pm Mon-Fri
<b>Conditions of Service:</b>	Truro and Penwith College conditions of service
<b>Main Purpose of Job:</b>	<p>To provide a professional, cheerful and responsive service to all visitors to Student Services and to signpost students to the relevant support.</p> <p>To support the Student Services Events Assistant in maintaining relevant welfare resources within the College.</p>

## **Specific Duties:**

To ensure the front desk on Student Services is covered between the hours of 10.00am – 3.30pm, Monday – Friday.

To oversee workshop bookings and room bookings.

To receive visitors to Student Services and deal with initial enquiries from members of the public, students and staff.

To ensure students check-in for the relevant service and to collect the daily usage statistics.

To support the Student Services Events Assistant in the marketing and promotion of Student Services activities.

To perform various duties associated with the College's administrative functions. These may include filing, photocopying, student enrolment, receipting payments, associated cash handling and collating data on service usage.

To be responsible for the appearance of the Student Services Entrance Foyer/Reception area.

To prepare and keep updated records and create reports.

To update SharePoint as and when required.

To support the work of the Student Services Team as necessary.

## **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

### Student Services Administrator

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

- Proven experience as a receptionist and/or administrator
- Excellent administration skills
- Excellent knowledge of Microsoft applications including Word, Excel and Outlook
- Outstanding verbal and written communication skills
- Knowledge of file management and other administrative procedures
- Very good interpersonal skills and in particular the ability to establish good relationships with students and staff

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.

# THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

## OUR AMBITIONS

### LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

### REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

### GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

## OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

### WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

### ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

### ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

### RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.