

JOB DESCRIPTION

Post:	Learning Support Administrator
Responsible to:	Deputy Team Leader – Learning Services
Salary:	Full Time 37hrs, Term Time Only – 40 weeks £24,454 pro rata (£21,765 per annum)
Conditions of Service:	Truro and Penwith College Conditions of Service
Main Purpose of Job:	To provide administrative, secretarial and initial customer enquiry support for the Learning Support and Inclusive Practice Team. You will be the first point of contact for the team, responding to Staff, Students, next of kin, external agencies and members of the public. You will be expected to provide a welcoming, professional and supportive response.
Specific Duties:	Processing incoming paperwork for all learners detailing medical and learning needs information. Uploading and collating of EHCP paperwork and providing administrative support to the EHCP review process. Administrative functions e.g. answering the phone, monitoring and responding to emails, processing paperwork, post, minute taking, processing internal and external correspondence, telephonist duties, receptionist functions. Utilise College systems for student data input and editing, for document storage and updating, and for information sharing across the team. Records management such as filing, archiving, retrieval of relevant physical and electronic files. Process records concerning students with medical information. Collate, update and circulate to relevant parties information relating to medical information and risk assessments. Support the acquisitions function within the Learning Support and Inclusive practice Team, for example ordering, processing invoices, and tracking items.

Undertake team administration, as directed by the Team Leader and deputy team leaders, the management of team calendars, diaries and arranging meetings/appointments.

Contribute towards the creation, updating and circulation of resources (physical and virtual) to support the work and development of the Learning Support and Inclusive Practice team.

Make available and update when necessary promotional and instructional materials in a range of formats for use by staff and students.

Take responsibility replenishing supplies of stationery and materials required for the smooth functioning of the team.

Undertake printing and copying tasks as required.

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

Learning Support Administrator

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

- A GCSE (or equivalent) grade C or 4 in both English and Maths (n.b. where you do not have this but you do have a level 3 or above qualification in a relevant subject e.g. physics instead of maths or an essay based subject e.g. history instead of English, we will consider this on case by case basis)
- A pro-active approach to work with an enthusiasm for working with young people and a real desire to provide an excellent service for learners
- A significant amount of experience of working within an administrative support role.
- A high level of IT skills including experience of working with spread sheets, databases and internal recording systems.
- Excellent organisation skills and the ability to work well in busy environments
- A demonstrable focus on accuracy, efficiency and discretion in handling data and careful attention to detail.
- Excellent communication skills, both written and oral communication skills
- Outstanding inter-personal skills in dealing with students, staff and members of the public
- Professional and business-like approach, able to represent the college and the Learning Services team positively
- Ability to deal sensitively and fairly with people; particularly those with SEND/EHCPs.
- Able to undertake flexible working hours as working pattern may include evening and weekend deployment
- A commitment to undertaking continued professional development activities relevant to the post
- Proven track record of team working
- An awareness of and interest in education and learning support

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.