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| **Job Title:** Administrative Co-ordinator**Reporting to:** Assistant Principal - Academic Education**Base:** The Joseph Wright Centre |
|  **Hours:** 37 hours per week, 52 weeks per year **Contract Type**: Support**Holidays**: 20 days per year plus service increases and 6 College closure days where applicable and 8statutory days **Salary**: £24,989 per annum |
| **Job Purpose**To co-ordinate all communications between specified campus/curriculum areas. To take responsibility for the efficient and effective team operations and to coordinate effective utilisation of department facilities and resources. |
| **Key Responsibilities*** Provide effective and efficient administrative support to specified DCG Leadership and Management team in the day-to-day operation of the department including diary management, dealing with routine correspondence, preparing papers or other information in readiness for appointments and meetings; setting up and maintaining the filing system.
* Assist in the preparation of presentations and report writing as and when required.
* Establish, develop, and maintain administration procedures/systems to ensure consistency of DCG identity. Utilisation of reprographics services and any other college resources as and when required. Carry out the full range of responsibilities of a department/team coordinator including line/task management of administration staff.
* Receive and answer enquiries from other college staff and provide reports and documentation as specified, liaising with relevant team members and colleagues as required.
* Contribute effectively to the development and implementation of departmental policies and procedures.
* Work in partnership with other Administrative Co-ordinators to ensure consistency of service and highlighting and implementation of best practice across DCG.
* Attend meetings as required and liaise with other college staff as necessary, especially on planning the administrative procedures for new and existing projects, and to ensure a quality service is monitored and maintained.
* Act as a central point of contact for departmental enquiries from external and internal customers.
* Organise internal College events such as awards evenings.
* Co-ordinate/support external inspections and Ofsted visits.
* Provide a high level and professional customer service to all service users.
* To demonstrate flexibility in responding to changing demands in personal, departmental or the college's workload, and where required work evening and weekends to meet business needs.  To carry out a full range of activities to ensure the efficient and effective daily operations of the team/department, and ensure all equipment and resources are fully maintained.
* Use your own initiative and decision-making skills to ensure customer and learner needs are fully met.
* To demonstrate flexibility in responding to changing demands in personal, departmental or the Colleges workload.
* To provide a professional customer service to both internal and external customers. To ensure that quality standards are set, monitored and reviewed within the department.

Corporate Responsibilities* Contribute to the College's strategic direction and operational effectiveness.
* Ensure the responsibilities of the post are carried out in a way that reflects the values and standards expected of the College.
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| * Comply with administrative procedures for the effective collection, interpretation and actioning of College management information.
* Deliver on key performance indicators and continuous improvement across the College.
* Model the highest professional standards in all aspects of this role including providing a professional customer service to internal and external customers.
* Ensure that quality standards are set, monitored and reviewed within the section.
* Liaise effectively with industrial, commercial and educational partners.
* Fully participate in Team Meetings, professional development, events, discussions and any other activities commensurate with the duties and responsibilities of this post.
* Proactively identify and participate in personal/team training and development needs
* Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection.
* Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload.
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| **Person Specification****-----------------------------------------------------------------------------------------------------------------------------------------------Competencies****Essential*** Strong IT skills including the use of the full Microsoft Office suite
* Good communication skills at all levels both verbal and written
* Excellent presentation skills
* Ability to work to tight deadlines
* Ability to work collaboratively with colleagues across the college
* Ability to manage simultaneously several different tasks/duties
* Problem solving skills
* Customer focused
* Adaptable and flexible

**Desirable*** Project Management Skills
* Supervisory experience
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| **Knowledge & Experience** **Essential*** Experience of working within a busy office environment
* Understanding and appreciation of the importance of good customer service.
* Awareness of the College as a business and its corporate image.

**Desirable*** Awareness of Further Education within the Education Structure Awareness of Government initiatives within Further Education
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| **Qualifications -** You are required to provide valid certificates as proof of all qualifications**Essential*** Level 2 English and Maths (GCSE or equivalent)
* NVQ Level 3 Qualification in Customer Service or Administration
* Level 3 IT Qualification (or willing to work towards)
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