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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 8  statutory 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. |
| **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 |
| **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 |
| **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) |