JOB DESCRIPTION

Post: College Services Manager

Responsible To: College Principal

Summary of Post:

To lead the work of the Support Services Team to provide a comprehensive support service to the College including reception, central registrations and administration, learning centres, enrichment and marketing. To also support the College Principal

---

Specific Duties:

1. To lead the Central Administration including Admissions, Enrolment and Exams, the Learning Centre, Enrichment and Marketing teams to provide an all year round comprehensive support service to the College and to operate, develop and evolve administrative systems within these areas.

2. To develop and manage the college based enrichment programme including the running of the student centre, and the Learning Centre.

3. To implement at College level the student engagement and pastoral support strategies and ensure the student voice has every opportunity to be heard.

4. To ensure buy-in and implementation at college level of the agreed approach to community projects including community days

5. To support the enrichment teams in ensuring the smooth running of the student social space, developing activities within the centre, arranging an annual student programme of events and student enrichment activities.

6. To oversee the administration of Care to Learn, learner support funds, childcare funds, hardship funds, career development loans and trusts and charities applications.

7. To ensure welfare grants, bursaries, benefits, charities, trust, concessionary fees, awards, accommodation, transport and child care facilities are processed correctly and in a timely manner.

8. To ensure the Support Services team maintain a record of all student support monies allocated, to a standard acceptable to the College and external Agency auditors including the provision of travel support for students attending the College.

9. To oversee the administration arrangements for the admission/enrolment process for both full-time and part-time learners and CCCU admissions and the generation and distribution of learning agreements for the College.

10. To ensure student files are maintained and information is recorded accurately on the College Corporate Student Management System including attendance registers and associated systems and procedures for the College.

11. To be Level 1 User in regards to the UK Border Agency and Non-UK students and ensure compliance with JCQ/Awarding body rules and regulations.

12. To lead and manage the college examinations service ensuring appropriate arrangements are in place to comply with awarding body requirements

13. To be the nominated exam officer at the College and lead the Support Services Team each academic year for new awarding body registrations for qualification aims identified for registration using student database. Also ensuring that these are recorded on the corporate student database and invoices are passed to finance in a timely manner.

14. To ensure examination timetables are formulated within appropriate timescales and procure rooms as required, set out to examination conditions using JCQ rules and regulations and that all students taking Examinations and Assessments receive their identified access arrangements.

15. To investigate all instances of examination malpractice, sending appropriate documentation to awarding bodies, informing students and staff as per JCQ guide to malpractice.

16. To supervise the compilation of results to be given to students on appropriate results days, the input of paper results and the downloading of results issued from awarding bodies via data exchange software directly into student database.

17. To oversee the administration of timetables and associated systems and procedures.

18. To attend Achievement Boards as directed by the appropriate member of Senior Staff and to use the appropriate documentation.

19. To oversee the careers advice service to students, ensuring the College CEIAG staff deliver an integrated approach towards the personal development of students.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.

2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.

3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.

4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.

5. To undertake continuing professional development to support our culture of continuous improvement.

6. To partake in quality assurance systems.

7. To meet minimum relevant occupational standards.

8. To keep up to date with the skills required to fulfil the role.

9. To undertake any other duties commensurate with grade as may be reasonably requested.

10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.
It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	PERSON SPECIFICATION	Application	Interview	Shortlisting Weighting
	Skills			
1.	Excellent co-ordination, organisational and time management skills, working to tight timescales and effectively manage pressure	✓	✓	6
2.	Ability to communicate effectively with staff, students, industrial and professional contacts, providing excellent customer service.	✓	✓	6
3.	Excellent computer literacy skills and familiarity with office applications (including Outlook, PowerPoint & Excel)	✓	✓	4
4.	Ability to work within a team and on own initiative, making decisions as appropriate	✓	✓	4
5.	Excellent communication skills (verbal and written)	✓	✓	4
6.	Prepared to work flexibly according to the needs of the service	✓	✓	4
7.	Able to handle confidential information and have a full understanding of data protection within the scope of the role.	✓	✓	6
8.	Demonstrates a student focused approach that promotes and responds to and shows an understanding of learner.	✓	✓	4
9.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	6

Experience			
1.	At least 2 years' experience of a line management role within administration	✓	✓	4
2.	Knowledge and experience of corporate databases preferably those used in an educational environment	✓	✓	4
3.	Experience of working in a multi-site environment preferably an academic institution	✓	✓	4
4.	Experience in development and implementation of procedures and guidelines to support operational priorities.	✓	✓	4
5.	Experience and ability to successfully motivate and lead a team of staff.	✓	✓	4
6.	A sound knowledge of the financial support available for students and experience of managing the financial support available to students	✓	✓	4
7.	Knowledge and experience of the admissions process	✓	✓	4
8.	Knowledge and experience of examinations	✓	✓	4
Education			
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Qualified to Level 5 Business Administration or equivalent	✓		4

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

6   Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.

4   Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.

2   Other relevant - . It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.