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| **Post Title: Administrative Assistant** | **Grade: BR5** |
| **Department: People** | **Division/Section: Adult Education** |
| **Post No: 20682** | **Reports to: Office and Facilities Manager - BAEC** |

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| **MAIN PURPOSE:**  To provide administrative support to enable the efficient operation and delivery of the service on behalf of London Borough of Bromley.  To assist customers to enrol and participate in the services provided. |

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| **SUMMARY OF RESPONSIBILITIES AND DUTIES:**   1. To provide general office duties such as, word processing, photocopying, message taking, opening and sorting of post 2. To deal with face-to-face, telephone and email enquiries and general requests for information from members of the public and staff 3. To undertake reception duties as and when required 4. To provide information and advice to customers regarding availability and course information to ensure customers are enrolled or directed towards an appropriate course 5. To identify at point of enrolment additional learning needs and fee remission status ensuing necessary information is captured accurately and / or referred to the appropriate member of staff 6. To undertake enrolling of adult learners 7. To enter data on to the MIS accurately and efficiently meeting funding agency requirements, and collecting student fees where applicable and issuing receipts. 8. To provide curriculum support such as contacting students in the case of class cancellations or last minute changes to course details. 9. To provide admin support as directed to funding, examination or finance 10. To print off and distribute registers for community based provision and input register data upon return. 11. To check the contents of the first aid boxes regularly, replace missing items and out of date items and order new stock as required.   **Additional duties**  In addition staff will be required to undertake one or more of the following duties:   1. To process refund requests 2. To input group enrolments from community projects 3. To monitor register completions, reporting missed sessions and missing registers 4. To collect and input student destination data to ensure compliance with SFA funding rules 5. To prepare course leaflets and certificates of attendance as required 6. To liaise with tutors and send pre-course handouts 7. To place orders as required, checking receipt and ensuring best value and good practice 8. To collate, record and maintain learner records for funding returns and audit purposes 9. To ensure as far as possible that all learner records are fully complete and accurately represent the funding status of each learner, amending databases as appropriate   **Other duties**   * To undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the service * To work one evening per week during term time at one of the two centres * Occasional Saturdays as required by prior arrangement |
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| **CONTACTS AND RELATIONSHIPS:** (customer focus, both internal and external)  Managers, tutors and other college staff  Students (including those with learning disabilities and difficulties) and visitors to the college |

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| **MANAGEMENT AND LEADERSHIP:** (finance, resources, performance management, staff supervision and service delivery)  None |

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| **EQUALITIES:**  Implementation of the Council’s equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery. |

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|  | **Date** | **Name** |
| 1. Date drawn up | October 2015 |  |
| 2. Given to Post holder |  |  |
| 3. Confirmed by Line Manager |  |  |
| 4. Evaluated | 27/10/15 | J Alland, M Brooks |

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| ***SKILLS & ABILITIES***   * Good IT skills including Word, Excel, Email and Internet * Ability to use and adjust to bespoke computer software * Ability to work to tight deadlines * Ability to work accurately and pay attention to detail * Good written and verbal communications skills * Ability to work under pressure and remain calm in challenging situations * Organised and flexible approach and ability to prioritise workload * Ability to work in a busy office environment * Ability to show initiative |

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| **KNOWLEDGE**   * Working knowledge of computer software (Word, Excel, Email and Internet) |

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| **EXPERIENCE**   * Have worked as part of a team * To have provided excellent customer service in a previous post * To have dealt with financial transactions (cash, cheque, credit cards) |

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| **QUALIFICATIONS**   * L2 maths and English * L2 IT qualification |

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| **SPECIAL REQUIREMENTS**   * To undertake regular evening working and occasionally Saturday working as required * Although based at one site, the post holder may be required to work at any other adult education dedicated premises |