

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS**

JOB DESCRIPTION

Post Title:	HE Administration Officer	Grade:	CSS Scale 4
Post Number:	CS0050P	Date:	October 2019
Line Manager:	Associate Director of Higher Education	Directorate:	Education & Training
Daily Supervision:	Associate Director of Higher Education	Unit/School:	School of Advanced, Career and Higher Education

Job Purpose:

To be responsible for providing administrative support for HE provision at the College including admissions, course information, data reports and student finance.

Principal Duties and Responsibilities:

1. To line manage the HE Registry Assistant and coordinate the administration of applications for HE courses
2. To act as the College's lead UCAS administrator to include:
 - Setting up courses in UCAS
 - Tracking and monitoring applications
 - Liaising with academic areas on admissions for HE learners
 - Administer clearing processes and procedures
 - Verify data for HE enrolments
3. To administer Student Loan Company processes to include:
 - Setting up courses on the SLC Portal
 - Confirm attendances to release funding
 - Resolve any student finance issues
 - Receipt payments
 - Inform SLC about any withdrawals and change in circumstance
4. To provide administrative support to the Associate Director of Higher Education.
5. To maintain accurate course information on the college website and course information leaflets.
6. To provide information, advice and guidance regarding college financial support to HE students.
7. To have a clear knowledge of HE and Office for Students (OfS) funding methodology.

8. To work with other college departments including Marketing and International to ensure effective communication and support for events and campaigns and applications from international students.
9. To work with external agencies such as Ipsos Mori (NSS), HESA (Graduate Outcomes) and Unistats to provide institutional data relevant to their requirements and to act as a lead institutional contact for any queries or portals / platforms.
10. To work with validating partner institutions in order to support events such as programme validations, institutional approvals or reviews, exam boards and oversight committees.
11. To undertake secretariat roles for the HE Academic Affairs Committee and the HE Forum.
12. To support HE students with issues and problems and refer to further internal/external support as applicable.
13. To deal courteously and promptly with customer enquiries; in writing, in person, by telephone and email.
14. To assist with the validation of data and the generation of data reports by performing regular checks.
15. To maintain a knowledge of Data Protection legislation relevant to the post.
16. To work flexibly, including evenings as required and across all the College sites.
17. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
18. To maintain professional standards and expertise by undertaking relevant professional development.
19. To maintain quality standards appropriate to the post
20. To conform with the Health and Safety requirements relevant to the post.
21. To be responsible for safeguarding and promoting the welfare of children and vulnerable adults wherever applicable within the role.

NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

**LINCOLN COLLEGE
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PERSON SPECIFICATION FORM**

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No	Requirement	Proposed Selection Method *
Knowledge		
1	5 GCSEs A – C (4-7) including Maths and English	A/I
2	NVQ Level 3 in Administration, IAG or similar	A/I
3	To have a knowledge of the HE funding and regulatory body (the Office for Students)	A/I
4	Knowledge and experience of UCAS systems, CMA regulations and data protection	A/I
Skills/Abilities – Interpersonal		
5	The ability to work in a non-discriminatory manner	A/I
6	Excellent written and oral communication skills	A/I
7	Excellent customer care skills	A/I
8	Ability to work on own initiative	A/I
9	Ability to work and meet strict deadlines	A/I
Experience		
10	Recent relevant administration experience	A/I
11	Significant practical experience of using relevant software packages, including management information systems, word processing, databases, spreadsheets, internet and email.	A/I/T
12	Experience of line management and working as part of a team.	A/I
Work Related Circumstances		
13	The ability and willingness to undertake relevant staff development.	A/I
14	Ability and willingness to work flexibly, outside normal working hours on occasions and across all college sites when necessary	A/I
Skills/Abilities – Other		
15	Minimum level 2 IT skills to undertake relevant duties, i.e. Word and Excel or the willingness and ability to undertake relevant training	A/I/T
16	Ability to develop and maintain administrative systems	A/I
17	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I
18	Excellent organisational skills	A/I
19	Ability to work accurately and pay attention to detail	A/I/T

Prepared By: Becki Hamnett
Designation: Associate Director of HE

Date:
October
2019

* A = Application Form

I = Interview

T = Test