

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD.**

JOB DESCRIPTION

Post Title: Administrative Assistant

Grade: CSS Scale 3

Post Number: CS0560P

Date: November 2019

Line Manager: Director of Apprenticeships

Directorate: Employer Provision

Daily Supervision: School Administrative Officer

Unit/School: Apprenticeships

Job Purpose:

To assist in the day-to-day administrative support of the Directorate, providing high quality customer service to students, parents, visitors, tutors and managers, with a particular focus to Apprenticeships. Ensure compliance by working accurately to tight deadlines, but with the confidence to add value to the practices of the wider team.

Principal Duties and Responsibilities:

1. To undertake a range of administrative activities required in connection with the running of the department.
2. To act as a first point of contact for the department e.g. staff, students, customers, parents, employers and members of the public and deal with enquiries received by telephone and by personal callers regarding the courses and services offered by the School.
3. To effectively use information technology to manage all forms of communication, minutes, documents as required while maintaining a standard format for all correspondence within the department and in line with College policy.
4. To be responsible for the maintenance of files (physical and digital), updating as required.
5. To be responsible for ordering supplies as required by budget holders.
6. As directed, to provide administrative support throughout the department or other areas of the College in the case of absence of other staff, or as workload circumstances necessitate.
7. To participate fully in the cohesion of the administrative team.
8. To produce and maintain registers and timetables, as directed by the School Administrative Officer and area managers.
9. To open and sort post and deal with matters including correspondence arising within prescribed guidelines.
10. To attend staff meetings as and when required, as either a participant or note taker.
11. To adhere to policies and procedures of the College.
12. 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.

13. To maintain professional standards and expertise by undertaking relevant professional development.
14. To maintain quality standards appropriate to the post.
15. To conform with the Health and Safety requirements relevant to the post.
16. 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 duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.

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PERSON SPECIFICATION FORM

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| | Proposed Selection Method* |
|--|-----------------------------------|
| Knowledge | |
| 1 Good knowledge of administration systems | A/I |
| 2 Working towards NVQ Level 3 Business Administration or equivalent | A/I |
| Skills/Abilities – Interpersonal | |
| 3 The ability to work in a non-discriminatory manner | A/I |
| 4 The ability to communicate (orally and in writing) at all levels internally and externally with a range of stake holders | A/I |
| 5 The ability to work on own initiative within guidelines from Administrative Officer | A/I |
| 6 The ability to work within a team | A/I |
| Experience | |
| 7 Practical experience of using relevant software packages, i.e. Microsoft Word, Access & Excel | A/I/T |
| 8 Relevant experience of administrative duties in an office environment | A/I |
| Work Related Circumstances | |
| 9 The ability and willingness to undertake relevant staff development | A/I |
| Skills/Abilities – Other | |
| 10 Excellent organisational skills | A/I/T |
| 11 The ability to word process accurately at 35 wpm | A/I/T |
| 12 The ability to maintain an effective filing system | A/I |
| 13 Responsibility for safeguarding and promoting the welfare of children wherever applicable. | A/I |

Prepared By: Tmasyn Lawton

Date: November 2019

Designation: Director of Apprenticeships

* A = Application Form

I = Interview

T = Test