

**LINCOLN COLLEGE  
CORPORATE SUPPORT SOLUTIONS LTD.**

**JOB DESCRIPTION**

<b>Post Title:</b>	Senior Administrative Officer	<b>Grade:</b>	Support Scale 5
<b>Post Number:</b>	CS0716P	<b>Date:</b>	November 2019
<b>Line Manager:</b>	Director of Apprenticeships	<b>Directorate:</b>	Curriculum and
<b>Daily Supervision:</b>	Director of Apprenticeships	<b>Unit/School:</b>	Employer Provision

**Job Purpose:**

To provide day to day supervision of the administration team as well as providing full and confidential secretarial and administrative support to the Director of Apprenticeships and support to the Employer Provision staff.

**Principal Duties and Responsibilities:**

1. To be responsible to the Director of Apprenticeships for the establishment and maintenance of all administrative systems, including leading on and co-ordinating ProSolution Data Quality checks for Employer Provision.
2. To be responsible to the Director of Apprenticeships for the maintenance of financial and budget information in liaison with the Finance Unit.
3. To provide day to day supervision and leadership of Administrative Assistants and to take an innovative approach to the work of the administration team within Employer Provision, allocating and prioritising tasks to ensure deadlines are met, and to recruit to any administrative vacant posts providing relevant system training as required.
4. To provide day to day support and guidance of the Employer Provision Apprentice including regular meetings with the Assessor and maintaining an extensive knowledge of the NVQ requirements.
5. To ensure efficient and effective communication flow throughout Employer Provision and cross college services/functions, including the collation of data and management information and converting this into information and intelligence.
6. To develop and maintain an understanding of College key performance indicators, including achievement, retention and pass data.
7. To ensure the provision of full administrative support to the Director of Apprenticeships.
8. To develop, maintain and update a filing system for the Director of Apprenticeships.
9. To provide high levels of customer service to ensure customers receive prompt and accurate information.

10. To develop and maintain a standard format for all correspondence within Employer Provision, in line with College Policy.
11. To work in all vocational areas of the area as directed by the Director of Apprenticeships, ensuring efficient and effective communication flow throughout Employer Provision.
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.

**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.**

LINCOLN COLLEGE

PERSON SPECIFICATION FORM

**Post Title:** Senior Administrative Officer

**Grade:** CSS Scale 5

**Post No:** CS0716P

**Date:** November 2019

**Directorate:** Employer Provision

**Unit/School:** Employer Provision

No.	Requirement	Proposed Selection Method *
<b>Knowledge</b>		
1	HNC Business or equivalent	A/I
2	Thorough knowledge of Microsoft Office applications, i.e. Word, Excel	A/I/T
<b>Skills/Abilities – Interpersonal</b>		
3	The ability to supervise and work as a member of a team	A/I
4	Excellent written and oral communication skills	A/I
5	A sound knowledge of the principles of customer care	A/I
6	The ability to work under pressure and meet deadlines	A/I/T
7	The ability to work in a non discriminatory manner	A/I
<b>Experience</b>		
8	Recent relevant administrative experience	A/I
9	Recent relevant supervisory experience – desirable	A/I
10	Practical experience of using relevant software packages, i.e. word processing, spreadsheets and databases	A/I/T
<b>Work Related Circumstances</b>		
11	The ability and willingness to undertake relevant staff development	A/I
<b>Skills/Abilities – Other</b>		
12	Excellent organisational skills	
13	The ability to maintain and develop administrative systems	A/I
14	The ability to word process accurately at 35 wpm	A/I
15	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

**Prepared By:**

**Designation:**

**Date:**

\* A = Application Form

I = Interview

T = Test