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**JOB DESCRIPTION**

Post Title: Administrative Services Manager

Salary:

Purpose: Head of Administrative Department supporting the core business of the college which is teaching and learning. Direct line management of the Office and Reprographics Manager and Admissions Manager. The administrative department provide a general administrative service for the college and support in college wide marketing events.

Responsible to: The Principal through the Assistant Principal, the Director of College and Administration Services and the Office Manager.

Liaising with: Relevant staff with cross college responsibilities, eg. Senior Management team, College Management team, teachers within the department and faculty, Personal Tutors and support staff.

Main Duties and Responsibilities

The purpose of the role is leading the department to provide an outstanding administrative service to students, staff and visitors. The Administrative Services Manager works closely with various members of the Senior Management Team across a wide variety of functions including: Admissions to College and College Wide Marketing Events.

Responsibilities

* Direct Line Management of the Office and Reprographics Manager and Admissions Manager.
* To ensure all department work is delegated as appropriate and completed within deadlines.
* Lead the department in promoting a team approach and a professional ethos.
* Ensuring the department KPIs are met through the monitoring of the college service desk system.
* To provide a range of administrative functions including: answering and distribution of telephone calls, assisting and producing, where applicable, mail merge letters, PowerPoint presentations and spreadsheet tasks.
* To be conversant with the college database and to operate this when required.
* To further develop an efficient administrative support system, realising and deploying the potential of IT and other technologies in the administration of the College.
* To assist with evening/weekend activities and functions and other events as required. To work flexibly to provide cover for and/or work in collaboration with colleagues in the college office.
* Lead the general administrative function of the department in support of the Admissions Workflow, supporting the Admissions Manager in their work.
* To carry out such other duties as may reasonably be allocated by the Principal or her designate, or the Director of College Services to enhance the work of the college.

Staffing

Staff Development

1. To undertake staff development where appropriate.
2. To take part in the College’s Appraisal Process.

Deployment of Staff

1. To ensure that appropriate arrangements for cover are made when absent.
2. To work as part of a team and to ensure effective working relations.

Quality Assurance

1. To contribute to the process of the setting of targets within the department and to work towards their achievement.
2. To assist with the implementation of College quality procedures, especially through contribution to the self-assessment process.

Communications

1. To ensure familiarity with the department’s aims and objectives.
2. To liaise with relevant external bodies as appropriate.

Marketing and Liaison

1. To contribute to the College liaison and marketing activities.
2. To link with external agencies as appropriate.

Other

1. To support the aims and objectives of the College.
2. To attend meetings as appropriate.
3. To carry out duties with due regard to the college’s policies on equal opportunities, health and safety and quality assurance.
4. The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteer to share this commitment.

This job description will be kept under review and may be amended from time to time, following consultation with the postholder, to reflect changing organisational needs.

**PERSON SPECIFICATION: Administrative Services Manager**

This person specification will be used in shortlisting and interviewing to select the best candidate. Each applicant should, therefore, address the person specification in his/her written application and where appropriate you should give examples of how you meet the criteria.

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Experience** | | | |
| Significant previous experience in an administrative role |  |  | Application, Interview |
| Previous administrative experience in an educational environment |  |  | Application, Interview |
| Experience of providing induction and basic training to others |  |  | Application, Interview |
| **Skills and Knowledge** | | | |
| IT literate with a sound knowledge of MS Word, Excel and Outlook |  |  | Application, Interview, Test |
| Excellent organisational and administrative skills |  |  | Application, Interview, Test |
| Good working knowledge of UnitE, and Columbus |  |  | Application, Interview |
| Knowledge of Loreto College policies, procedures and systems |  |  | Application, Interview |
| Ability to prioritise and multitask |  |  | Interview |
| Ability to manage own workload |  |  | Interview |
| Ability to meet deadlines |  |  | Interview |
| The ability to maintain quality and organisational procedures for the efficient running of the College office |  |  | Interview |
| The ability to recognise and appreciate the confidential nature of some work undertaken |  |  | Interview |
| Willingness to carryout training of other admin staff |  |  | Interview |
| Excellent attention to detail |  |  | Interview |
| Ability to empathise with 16-19 year olds within a college situation |  |  | Interview |
| A clear understanding of developments in post-16 education |  |  | Application, Interview |
| High level of literacy/communication skills |  |  | Application, Interview |
| Evidence of commitment to Continuous Professional Development |  |  | Application, Interview |
| **Qualifications** | | | |
| Educated to degree level or equivalent, or substantial relevant experience that demonstrates a high order of literacy, numeracy and analytical skills. |  |  | Application, Interview |
| A relevant administrative qualification or evidence of formal training. |  |  | Application, Interview |
| **Attitude and Impact** | | | |
| Positive and Enthusiastic |  |  | Interview |
| Able to motivate others within the team to achieve set objectives |  |  |  |
| A willingness to show flexibility in working arrangements in terms of duties and working patterns to meet emergencies and changes circumstances |  |  | Interview |
| Smart in appearance and manner |  |  | Interview |
| Ability to work outside normal office hours on occasions |  |  | Interview |
| In sympathy with the Catholic ethos of the College, including a commitment to co-operation and helpfulness and a concern for the well-being of others |  |  | Interview |
| Committed to Equality and Diversity |  |  |  |
| **Personal** | | | |
| Enhanced DBS Clearance \* |  |  | Pre-employment check |
| Ability to meet the requirements of the Asylum and Immigration Act  (to be legally employed to work in the UK) |  |  | Interview |
| ***The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.*** | | | |
| *\* this will follow an initial offer of employment* | | | |