
Job Description for Student Services Assistant

Responsible to:	PA to the Senior Leadership Team and Operations Manager
Trust Strategic Lead:	Digital Operations Link Manager
Based at:	New College Pontefract
Paid at:	College Support Band E (6-9)

OVERALL PURPOSE OF THE POST

This post will provide a high-quality service for students, parents and applicants and assist with the in-college administration, coordination and communication associated with student-facing events and activities, including admissions. The post will help to ensure that individual student information and records are well-maintained locally and will provide additional assistance to the wider administration, reception, student services and events team within the college.

LINKING WITH TRUST TEAMS

The Student Services Assistant, and the PA to the Senior Leadership Team and Operations Manager, will work closely with the Digital Operations Team. In particular, the Digital Operations Manager and the Digital Operations Link Manager. The Digital Operations Link Manager will play a critical role within the trust, acting as the trust strategic lead for student services and admissions. This means that they will be responsible for ensuring that key systems for student services and admissions are in place across the colleges and for working closely with Student Services Assistants to support and ensure their effective implementation.

MAIN DUTIES

Student Services and Events

- Assist with queries from students, parents and applicants
- Work as part of a team, acting as first point of contact regarding the applications process, the status of applications and to deal with queries relating to admissions-related events and support with processing at peak times (under the direction of the PA to the Senior Leadership Team and Operations Manager)
- Advise and assist staff with student services related queries
- Ensure the safe storage and filing of any physical student records
- As part of a team, receive student absence calls, entering data onto Cedar
- Record bulk attendance marks for trips and visits
- Input and amend student records such as contact information, change of medical information
- Input occasional amendments to individual student subject enrolments on Unit-e under the direction of the PA to the Senior Leadership Team and Operations Manager or Senior Leaders, and under the support and guidance of the Digital Operations Assistant Manager
- Amend course choices on Unit-e prior to induction day when applicants contact the college

- Under the direction of the PA to the Senior Leadership Team and Operations Manager, provide occasional assistance with student services tasks being carried out and led by the central Digital Operations Team
- Produce individual letters for students and parents as requested by senior leaders, or in line with college processes and procedures
- Following communication from students, parents or applicants, maintain accurate records to share with senior leaders and the Digital Operations Team about issues such as students unable to attend induction day, students requesting changes to interview dates, students that did not attend events to which they were invited, etc.
- Supporting the relevant senior leader with practical and administrative arrangements for managing late application and late enrolment, or with exceptional arrangements for student interviews
- Under the direction of the PA to the Senior Leadership Team and Operations Manager, contribute to aspects of on-site logistical organisation and administration for a number of student-centred college events, such as induction days, progression day, interview evenings, enrolment days, interview evenings, open events and other events and activities.

Wider Administration & Support

- Assist with the recording and sharing of notes / minutes for informal meetings, such as staff briefings or, occasionally, more formal meetings
- Provide occasional organisational and administrative support to other support staff, such as the LRC Assistant and Exams Officer, at particularly busy points, at the direction of the PA to the Senior Leadership Team and Operations Manager, or providing some support to Senior Leaders with some core administration in the absence of the PA to the Senior Leadership Team
- Assist with the smooth running of reception where required, for example at particularly busy times, or to provide cover for lunches or staff absence, at the direction of the PA to the Senior Leadership Team and Operations Manager, and assist in managing the reception electronic mailbox where needed
- Where necessary, place orders for core stationery and equipment for the student services area (the PA to the Senior Leadership Team and Operations Manager is the budget holder)

General

- Undertake other duties as directed and when requested which may include supporting other areas of administration across college.
- Use Microsoft Word, Excel or other software packages to provide a high quality and efficient service in preparing documents and/or reports.
- To observe at all times confidentiality appropriate to the post and to work within College guidelines of Data Protection.

You may be required to work up to 2 evenings per academic year to support college events

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the college/trust, and only after consultation with you.

All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the college procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the college as relevant to their role.

The post holder's duties must at all times be carried out in compliance with the trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the trust's responsibilities under the Health and Safety Act.

All staff are expected to support the achievement of the trust/college's mission and strategic objectives and to demonstrate its values through their behaviour.

Person Specification for Student Services Assistant

There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.

ATTRIBUTES	ESSENTIAL	DESIREABLE
Relevant Experience	<ul style="list-style-type: none"> • Experience of using computerised administration systems. • Experience of using Microsoft Word and Excel to an intermediate level. 	<ul style="list-style-type: none"> • Experience of working in an administrative role.
Education and Training	<ul style="list-style-type: none"> • Good standard of general education at GCSE level or equivalent. • Excellent word processing skills. • High level of IT skills. • Willingness to undertake further training relevant to the post. 	
Special Skills and Knowledge	<ul style="list-style-type: none"> • An understanding of how to handle sensitive data of a confidential nature. • Customer services/care approach to work. • Attention to detail/accuracy. • Excellent organisational skills. • The ability to behave in a corporate way, communicating and promoting the college's vision and values to staff and students, stakeholders and partners, and contracted staff. • The ability to think and plan creatively. • The ability to handle pressure, to prioritise tasks and to meet deadlines. 	
Personal Skills and Qualities	<ul style="list-style-type: none"> • The ability to communicate effectively with a wide range of individuals and groups, both verbally and written. • Good problem solving skills. • Ability to work effectively as part of a team but also to work using your own initiative. 	
Additional Factors	<ul style="list-style-type: none"> • An interest in the education sector. • Willingness to contribute to whole college events. • A supportive and empathetic approach to students. • Ability to cope with unexpected situations. • Flexible approach to work – ability to work early mornings/late evenings when required. • Enthusiasm and commitment for the post. 	