

ROLE DESCRIPTION

1. JOB TITLE: Business Support Administrator

2. CONTEXT

To provide a wide range of administrative support within the College's student services.

3. MANAGEMENT ACCOUNTABILITY

Responsible to: Head of Admissions & Administration

4. MAIN PURPOSE OF JOB

This post provides administrative support to the College's primary student-facing services.

In your role you will be part of a team with the skills needed to work flexibly across multiple administrative functions. While you will major in student-facing services, on occasions you may also provide assistance to other business support services in line with College requirements.

5. DUTIES AND RESPONSIBILITIES (Business Support Administrator)

The duties of a Business Support Administrator include providing office support to employees, students and other key stakeholders, keeping College data updated and interacting with clients to build good relationships. Other duties and responsibilities of Business Support Administrators will include:

6. DUTIES AND RESPONSIBILITIES (Business Support Administrator)

- Maintain accurate student records, including details of enquiries, applications and enrolments.
- To provide advice and guidance to students, employees and external stakeholders, and others on business processes and operational services.
- Answer enquiries about college courses via telephone, email, webchat and in person – ensuring enquirers receive a comprehensive and accurate response.
- Provide assistance with the completion of applications and enrolments, as required to meet individual applicants' needs.
- Provide administrative support on the application and enrolment processes for all provision types.
- Provide administrative support to Learner Support Fund applications and Educational Health Care Plan reviews.
- Ensure timely record keeping related to student absences and withdrawals.

- Provide outstanding front of house customer service to students, parents/carers, employers and external stakeholders.
- Maintain links with curriculum teams to maintain of course offer and follow up on student queries, reporting back to the team on a regular basis.
- Make timely and appropriate referrals to specialist staff within the college or to external agencies as necessary to meet individual applicants' needs.
- Support the College Group on a range of business support activities at key points in the year, for example: ILR preparation, data cleansing and reporting, exam claims and submissions, minuting of meetings, as well of a range of other business support requirements.

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as campus rota cover, enrolment and marketing events and staff and student activities.
- Participate in team training and development to update skills and knowledge.
- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of his/her contribution to such priorities.
- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to his/her post.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery. Be familiar with and promote the Equality and Diversity Policy
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
- Undertake such additional duties or projects as the Principal or line manager may determine from time to time, after consultation with the postholder.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.