



SECOND IN STUDENT SERVICES

Sir John Deane's Sixth Form College (Northwich)

Band 4

SCP11 – SCP14

Job Description and Person Specification

Job Description

Reporting to

Head of Student Services

Purpose of the role

To deputise for the Head of Department as required, and to provide an efficient and proactive administrative service to the college covering all aspects of the Student Services Team.

To play an active role in all duties including, but are not limited to Admissions, Attendance, Exams, Reception, Reprographics, Transport, Trips.

Main Responsibilities

Second in Department Responsibilities

1. Support the Head of Department with day-to-day co-ordination across the team.
2. Take responsibility for an area of student services business area as directed.
3. Responsible for delegation of tasks to the wider student services team.
4. Managing specialist admin tasks, often time critical and confidential.
5. Ad hoc management of casual staff, as and when required.
6. Contribute to and deliver annual training both within the student services team and across the college.

General Student Services Team Responsibilities

1. Review and process applications in line with appropriate procedures and the College Admissions Policy from application through to enrolment.
2. Plan and carryout applicant events with other key stakeholders.
3. Process absence notifications, ensuring the MIS system is updated accurately and in a timely manner.
4. Support all aspects of the exams process in accordance with JCQ regulations.
5. Ensure student exam entries and planning is completed to internal and external deadlines.

6. Facilitate the smooth running of Exam days including responding to student queries, briefing and assisting invigilators and monitoring exams.
7. Support the release of results and administer post-results processes.
8. Welcome and receive visitors to the College, ensure they sign in appropriately and the colleague expecting them is informed.
9. Signposting staff and students to the relevant departments.
10. Complete all reprographic requests.
11. Maintain reprographic machines and schedule engineer visits when needed.
12. Handle day to day transport queries from students, parents, applicants and operators.
13. Review and process transport interest and applications liaising with the foundation finance team.
14. Complete required administration tasks to support College trips.
15. Resolve and respond to face to face, phone call and email queries for all Student Services functions.
16. Prepare and set up for college events including signage.
17. Work additional hours outside of the college day to cover department requirements and events e.g. Exams, Welcome Events and Enrolment.
18. Ensure stationery and other supplies are well stocked and available when needed.
19. Keep student documents in line with college processes, archiving when required.
20. To implement appropriate personal, technical and organisational measures to ensure that data processing is performed in accordance with the GDPR, and review and update those measures where necessary.
21. To carry out such other duties, as the job develops, as may be reasonably required by the principal in accordance with the College's flexible approach to the efficient delivery of a quality support service.
22. To act in accordance with and promote the Staff Code of Conduct and Safeguarding and Prevent policies.

Other

1. Put children and young people at the centre of everything the Foundation does, ensuring the safety and welfare of children and young people across the Foundation.
2. Identify and implement opportunities for the Foundation to operate in a more effective and efficient manner for the benefit of stakeholders.
3. Continue to build upon the positive reputation of the Sir John Brunner Foundation and its rich history, to ensure its long-term success and sustainability, liaising with external stakeholders at national, regional and local levels.
4. Adhere to the Foundation's policies on Code of Conduct; Safeguarding; Equality, Diversity and Inclusion; H&S and Data Privacy.
5. Participate in training events and briefing sessions as appropriate. Use resources effectively to ensure the timely and accurate execution of duties.
6. Any other duties not specified that are commensurate with the skills and knowledge of the post holder.

Person Specification

	Desirable	Essential
Qualification		
Degree or equivalent qualification	✓	
Educated to A-level standard	✓	
Experience		
Experience of delivering high levels of customer service		✓
Experience of working in an educational environment or with children and young people	✓	
Knowledge, Skills and Attributes		
Good IT skills including Word, Excel, Access and e-mail and a willingness to learn additional software and programs		✓
Ability to work on own initiative and as a member of a team		✓
Ability to work under pressure, managing time and workload effectively especially during peak periods		✓
Ability to multi-task, prioritise and work to deadlines		✓
Excellent organisational skills with the ability to manage own workload		✓
Ability to further improve processes and procedures to ensure optimum efficiency		✓
Interpersonal Skills		
Punctual and reliable		✓
Flexible approach and positive attitude towards work		✓
Ability to adapt to changes in the workplace		✓
Clear verbal and professional written communication		✓
Building positive working relationships		✓
Personal Qualities		
Commitment to safeguarding and equality, confidentiality and data protection		✓
Trustworthy, ethical, dependable and responsible		✓
Enthusiastic and motivated		✓
Excellent team player		✓
Approachable, polite and respectful		✓