**Job Description**

*(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).*

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| Post Title: | **QTLA Administrator Apprentice** |
| Post Ref: |  |
| Reports to | **Associate Principal for Teaching, Learning and Quality** |
| Department | **Teaching, Learning and Quality** |
| Grade |  |
| Contract | **Fixed Term, Full time** |
| Location | **Any college campus** |

### ROLE PURPOSE

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| To provide an effective and responsive administrative support that underpins the College’s Approaches to Self-Assessment, Teaching Learning and Assessment, Quality Enhancement and Assurance.  |

### KEY ACCOUNTABILITIES

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| **Data/Information Support*** Provide an excellent customer experience, acting as the first point of contact for enquiries from staff, students, parents, employers and staff regarding the Teaching, Learning and Quality
* Working with colleagues, ensure all enquiries are dealt with appropriately and in a timely and accurate manner.
* Work closely with the QTLA managers in supporting with processes which support quality enhancement and assurance.
* Provide support for staff on the use of systems such as ProAchieve, ProSolution, ProObserve and ProMonitor and interpretation of information.
* Work closely with the teaching, learning and quality team and curriculum teams to ensure data completeness and accuracy at student and curriculum levels.
* Work closely with QTLA managers to audit and ensure the accuracy of data and reporting
* Liaise with the Associate Principal and QTLA managers to determine work priorities and ensuring College deadlines are met.
* Co-ordinate information requirements and deadlines issued to curriculum teams, ensuring the information is completed and returned as required, in a timely manner and in accordance with College policy.
* Coordinate work flow and promote communication between the curriculum areas and other business areas like Student Registry & Data, MIS, HR, Finance and Student Experience.
* Advise line manager of any issues as soon as possible and participate in problem solving discussions.
* Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of GDPR.
* To be a team member of the Teaching, Learning and Quality team; which focuses on being a customer-centred and efficient service and undertake clerical and administrative tasks to support the Teaching, Learning and Quality team.

Administrative Support* Provide high standard of administrative support to the Associate Principal for Teaching, Learning and Quality and QTLA managers.
* Arrange, facilitate and attend meetings as requested with colleagues, students, parents and external agencies and record minutes and actions as required.
* Support the Standards and Compliance officer with the coordination and management of the QDP survey, How are we performing? procedure, Self-assessment, Quality Improvement plans and any other Quality Assurance activity.
* Support the Learning & Development Officer with the coordination and management of teaching practitioner self-reflections.
* Take part as required, and provide administrative support for college-wide events/activities, meetings and hosting e.g. parents’ evenings and contributing to college wide activities such as Open Events and enrolment.
* Under direction from QTLA Managers and supporting by the Learning & Development Officer, provide administrative support for TLA practice improvement activities.
* Provide administrative assistance as required in purchasing arrangements, including the receipt of goods, processing orders and invoices and liaise with Finance as necessary.
* Deal with the collection and distribution of all outgoing mail for the team.
* Receive incoming communication to the team via email or telephone. and ensure all communications are handled efficiently and effectively.
* Establish, maintain and develop effective administrative systems and procedures to ensure consistency and compliance to standards and quality.
* Provide printing/photocopying services as and when required and liaise with internal customers regarding their requirements as necessary.
* Maintain effective and secure electronic and manual filing and retrieval systems in accordance with General Data Protection Regulation (GDPR) requirements, which enable accurate and up to date information to be accessed quickly and easily.
* Assist with monitoring the implementation of the area’s compliance with the College administrative procedures.
* Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the GDPR.
* Provide a high-quality support service to both internal and external customers to meet agreed service standards.
* Provide administrative support and cover in other departments across the College as required.
* To attend and fully contribute to team meetings
* To contribute to the continuous improvement of the service, as appropriate
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### GENERAL RESPONSIBILITIES

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| * To work at any of the College sites on a temporary or indefinite basis.
* To undertake such duties as are reasonably allocated, appropriate to the grade of the post
* Comply with College Policies and Procedures and the Staff Code of Conduct which can be accessed via Alfresco.
* To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
* To uphold British Values, the college values and responsibilities with regard to equality and diversity.
* To understand and adhere to college Health and Safety polices and guidelines ensuring compliance with statutory legislation.
* To invigilate during examinations if and when requested
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|  | **ASSESSMENT METHOD** |
| **PERSON SPECIFICATION – Job Title: QTLA Administrator** | **Essential** | **Desirable** |  | **Certificate** | **Application Documents** | **Reference** | **Selection Process** |
| **Qualifications** |  |  |
| Level 3 Business Administration or the willingness to obtain one |  |  |  |  |  |  |  |
| English and maths to at least level 2 |  |  |  |  |  |  |  |
| **Experience** |  |  |  |  |  |  |  |
| Previous experience of working in a similar role. |  |  |  |  |  |  |  |
| Proven administrative support |  |  |  |  |  |  |  |
| Experience of working to and meeting deadlines |  |  |  |  |  |  |  |
| Experience in a post 16 college / university setting |  |  |  |  |  |  |  |
| Experience of using the full range of Microsoft Office Software |  |  |  |  |  |  |  |
| **Skills and Understanding** |  |  |  |  |  |  |  |
| Be well organised and systematic in approach to administrative functions |  |  |  |  |  |  |  |
| Ability to understand and interpret Numerical and statistical information. |  |  |  |  |  |  |  |
| Ability to provide timely and accurate information |  |  |  |  |  |  |  |
| Ability to analyse and assimilate information quickly |  |  |  |  |  |  |  |
| Attention to details and high standard of accuracy and commitment to compliance. |  |  |  |  |  |  |  |
| Ability to identify the root cause of problems and implement solutions |  |  |  |  |  |  |  |
| Possess time management skills |  |  |  |  |  |  |  |
| Ability to maintain a professional manner in all circumstances. |  |  |  |  |  |  |  |
| Respects confidential nature of work and maintains absolute confidentiality. |  |  |  |  |  |  |  |
| Ability to work effectively as a member of a team |  |  |  |  |  |  |  |
|  | **ASSESSMENT METHOD** |
|  | **Essential** | **Desirable** |  | **Certificate** | **Application****Documents** | **Reference** | **Selection****Process** |
| Ability to liaise effectively with employers, staff, learners and external agencies as required |  |  |  |  |  |  |  |
| Ability to multi-task effectively. |  |  |  |  |  |  |  |
| **Personal Attributes** |  |  |  |  |  |  |  |
| Suitable to work with children and young people |  |  |  | * Criminal records check via DBS
 |  |  |  |
| The ability to communicate at all levels |  |  |  |  |  |  |  |
| Prepared to work flexibly according to the needs of the service |  |  |  |  |  |  |  |
| Ability to deal with situations sensitively and with empathy, both fact to face and telephone communication |  |  |  |  |  |  |  |
| Ability to work under pressure |  |  |  |  |  |  |  |
| Good record of attendance and timekeeping. |  |  |  |  |  |  |  |
| Able to cope with unexpected situations |  |  |  |  |  |  |  |
| To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults. |  |  |  |  |  |  |  |
| To uphold British Values, the college values and responsibilities with regard to equality and diversity. |  |  |  |  |  |  |  |
| To understand and adhere to college Health and Safety polices and guidelines ensuring compliance with statutory legislation. |  |  |  |  |  |  |  |
| **Other** |  |  |  |  |  |  |  |
| Ability to work occasional Saturdays and evenings where reasonably required |  |  |  |  |  |  |  |
| Ability to drive and access to a vehicle |  |  |  |  |  |  |  |
| Ability and willingness to travel between sites as required. |  |  |  |  |  |  |  |