

Accommodation & International Admissions Administrative Assistant

Team: Accommodation / International

Reports to: International Admissions Coordinator

Location: Chichester with travel to host providers and campuses within CCG

Job Purpose

- To undertake a range of administrative duties to support the work of the Accommodation and International Admissions team.
- To undertake reception duties and answer general enquiries for the team.
- To support the Accommodation and International Services team in the administrative procedures and client liaison associated with this area of student provision.
- To support the Accommodation and International Admissions team with student inductions and welfare interviews.
- To support the homestay coordinator with host visits.
- To cover, if required, the Halls of Residences.
- To facilitate escorted tours of the College campus including the Halls of Residence.

Key Responsibilities

- To provide an efficient and effective administrative service for the Accommodation and International team, dealing with enquiries from staff, students, agents, parents, hosts and members of the public.
- To maintain records and reports associated with the inspection and re-inspection of the different accommodations.
- To be responsible for the placing of orders for the area and following up on these if applicable.
- To provide effective support services to staff and students within the area.
- To update and maintain records and reports.
- To liaise with staff and external organisations, as appropriate.
- To prepare regular correspondence to assist with the administration of the area and ensure that information is sent out in a timely manner.
- To provide support when necessary to ensure that events, such as information days, inductions and intake weekends run smoothly.

Role Context

Chichester College Group expects staff to:

- Work within the context of the Group's core values, code of conduct, quality requirements and continuous improvement ethos.
- Undertake their duties in accordance with Group policy and procedures, particularly with respect to:
 - Human Resources policies and procedures.
 - Equality, diversity and inclusion policies and procedures.
 - The Group's health and safety policies and procedures.
 - Safeguarding and prevent.
 - The Group's policy on the confidentiality of data stored electronically and by other means in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities were identified and approved, subject to funding.
- Support and uphold the Group's environmental sustainability commitment and work towards helping the Group achieve net zero carbon emissions.

Evening and weekend work may be required.

You may be required to undertake such duties as may be reasonably required of you commensurate with this grade.

Work outside the Group must not interfere with the effective delivery of your duties. Additional work requires approval by the Chief Executive Officer.

Other supporting information can be found on the Group's website.

This job description is current at the date shown below. It is liable to variation by management in consultation with you to reflect or anticipate changes in, or to, the job.

Criteria	Essential/ Desirable	How Assessed
Experience		
Working within an administrative role	Essential	Application Form/ Interview
Working within a customer focused environment	Essential	
Working with Further Education	Desirable	
Knowledge		
Working knowledge of Microsoft Office applications, including Word and Outlook	Essential	Application Form/ Interview/ Assessment
Office procedures	Essential	
Equality Act 2010	Desirable	
Safeguarding young people and vulnerable adults	Desirable	
Qualifications		
GCSE in English and Maths at Grade C/4 or above (or equivalent)	Essential	Application Form/ Certificates
NVQ level 2 (or equivalent) in administration or IT	Desirable	
Skills and Abilities		
Time management skills, organisational skills and the ability to meet tight deadlines	Essential	Application Form/ Interview/ Assessment
Ability to communicate to a diverse range of people at all levels verbally and in writing	Essential	
Proven IT and keyboard skills	Essential	
Ability to work alone and as part of a team with interpersonal skills	Essential	
Customer service skills	Essential	
Ability to establish and maintain effective administrative processes	Essential	
Attributes		
Flexible and proactive approach	Essential	Application Form/ Interview
Commitment to confidentiality	Essential	
Other Requirements		
Satisfactorily meeting the Group’s employment checks - a Disclosure and Barring Service Check (including any relevant overseas checks), health assessment, references, qualifications and legal entitlement to work in the UK	Essential	Checks & Clearances

Any appointment is subject to the Corporation's terms and conditions of service.

Working hours per week: 25

Working weeks per year: 52

Salary: Pro rata of £26,305 - 26,402 per annum (i.e. £17,773.65 - £17,839.19)

Holiday entitlement: The annual leave year runs from 1 January to 31 December. 125 hours (25 days pro rata) per annum, rising to 140 hours (28 days pro rata) with each complete year of service as of 31 December, plus 40 hours (8 days pro rata) for bank holidays per annum. In addition, the Group closure days between Christmas and New Year are not deducted from your leave entitlement.

Holiday restrictions: Leave cannot be taken on certain days designated by the Group, e.g. development and administration days. Leave is to be agreed in advance with the line manager. Academic staff or staff supporting teaching and learning cannot take leave during term time.

Pension scheme: Permanent and fixed term staff (regardless of how many hours they are contracted to) are automatically opted into the Local Government Pension Scheme unless they elect to opt out of the pension. The Group contributes to this scheme and the employee contribution is determined by the level of actual pensionable pay and the guidelines given by the LGPS. Alternatively the employee may opt out within the first 3 months of employment.