



## JOB DESCRIPTION

### PART-TIME BUSINESS SUPPORT ADMINISTRATOR

| JOB ELEMENT                          | DETAIL  |
|--------------------------------------|---|
| <b>Job Title</b>                     | Business Support Administrator  |
| <b>Reporting To</b>                  | Claire Wellstood, Operations and IT Manager   |
| <b>Department/Location</b>           | OIC A-level & GCSE Department, 1-5 London Place.<br>AND/OR<br>OIC AS Department, Threeways House, Gloucester Green.   |
| <b>Main Purpose</b>                  | <p><b>Business Support duties:</b></p> <ul style="list-style-type: none"> <li>• Be the first point of call for students, tutors and visitors</li> <li>• Manage college notices</li> <li>• Securely open the college at the beginning of the day;</li> <li>• Keep the offices clean and tidy</li> <li>• Record student absences at College</li> <li>• Chase missing students where necessary</li> <li>• Liaise with the Boarding and Teaching Staff about student absences, passing on messages with copies to the Student Welfare Officer.</li> <li>• To support staff and students with photocopying, printing or typing</li> <li>• To enter data as required on the College Management Information System (iSAMS)</li> <li>• To assist tutors and students with basic admin support</li> <li>• To undertake administrative tasks as required to support the business</li> </ul> |
| <b>Hours of Work</b>                 | <b>Flexible 0 hours contract</b>  |
| <b>Duties &amp; Responsibilities</b> | <p><b>Business Support Administration:</b></p> <ul style="list-style-type: none"> <li>• Front of house (reception / general enquiries / telephone responder / greeting visitors / and maintain security awareness)</li> <li>• Answerphone (playing / passing on messages / responding)</li> <li>• Managing sign-in sheets and visitors' register</li> <li>• Collection / distribution / organisation/ sending of post and deliveries</li> <li>• Petty Cash – managing and tracking</li> <li>• Responsible for maintaining the Offices to an acceptable standard</li> </ul>  |

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|                                 | <ul style="list-style-type: none"> <li>• Greeting and dealing with visitors</li> <li>• Providing general administrative support to office staff and tutors as needed</li> <li>• Keeping the sites safe and secure</li> <li>• Entering student information into iSAMS and ensuring that the reception telephone directory is up to date</li> <li>• Assisting in shredding documents and an acknowledgement of the sensitive nature of some material</li> </ul>   |
| <b>Skills and Experience:</b>   | <ul style="list-style-type: none"> <li>• Excellent level of spoken and written English</li> <li>• Computer skills and knowledge of relevant software such as Outlook, Word, Excel (training will be offered on iSAMS)</li> <li>• Knowledge of operation of standard office equipment</li> <li>• Knowledge of administrative procedures and systems such as filing and record keeping</li> <li>• Knowledge of principles and practices of basic office management</li> </ul>   |
| <b>Key Competencies</b>         | <ul style="list-style-type: none"> <li>• Warm, friendly and welcoming personality</li> <li>• Good personal presentation and professional behaviour</li> <li>• Outstanding communication skills - written and spoken</li> <li>• Ability to plan and organise</li> <li>• Ability to prioritise conflicting demands</li> <li>• Good problem-solving skills</li> <li>• Ability to gather and organise information</li> <li>• Meticulous attention to detail and accuracy</li> <li>• Flexibility &amp; Adaptability</li> <li>• A Positive Attitude and Good team working skills</li> <li>• Outstanding customer service</li> <li>• Empathy with young people</li> <li>• A good level of awareness and vigilance as to who is entering the College</li> </ul> |
| <b>Critical Success Factors</b> | <ul style="list-style-type: none"> <li>• Ability to take the initiative and improve on systems and procedures</li> <li>• Positive feedback from all College members with regard to efficient retrieval of information</li> <li>• Positive feedback from Tutors, Students and Visitors regarding the quality of the welcome and ambiance in the office</li> <li>• Ability to receive and give constructive feedback well</li> </ul>  |
| <b>Guiding Principles</b>       | <p><b>Members of staff uphold and contribute to the College's guiding principle and ethos:</b></p> <ul style="list-style-type: none"> <li>• Our actions and words reflect integrity, positivity, respect &amp; compassion, and a strong sense of service to others.</li> <li>• We will support our students' individual educational needs and goals, securing the best opportunities and outcomes.</li> <li>• The College will be an inspiring place to be, with motivated staff, stimulating and relevant courses, and excellent facilities.</li> </ul>  |
| <b>Salary &amp; Benefits</b>    | <p>£8.91 per hour</p> <p>Holidays are accrued pro rata</p>  |

*Oxford International College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Successful applicants will need to undertake an enhanced DBS Disclosure and provide referees.*