General Administrator Trawl

Full-time - Permanent and Temporary
Reference: 2022/176A

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Recruitment Timelines at a Glance

Step 1	Advert	Step 2	Shortlisting	Step 3	Online Interview
	Closing Date:		Panel Meet:		Provisional date:
	12:00 noon on Monday 15 August 2022		Week commencing 22 August 2022		Week commencing 5 September 2022

About the Administrative Teams

Our Administrative Teams provide a range of services and support to the organisation through adherence to policy, processes, and efficient delivery of administrative duties.

Our Administrative team can be found in all departments withing the organisation, from College's campuses, Academic Faculties, Curriculum and Learning departments, Exams, HR, Finance, Business Development, and all other departments within the organisation.

You will be responsible for providing professional administrative services, duties although general in nature will be influenced by the area of the business you operate within. Campus administrators will provide front line support at our main campus reception areas. Academic administrators will provide frontline support related to the delivery of the curriculum and support of students. Department Administrators work alongside department staff to offer support and fulfill administrative needs.

We have a range of vacancies across multiple areas, including both permanent and temporary fixed term opportunities.

The College will appoint successful candidates based on the Merit Principle. Successful candidates not offered an appointment will be placed on a merit-based Reserve List which will be used to fill full-time permanent or temporary administrator posts across the College.

About this post
The College is currently seeking applications for the following role:

General Administrators   **Ref: 2022/176A**

Job Description

ROLE:	General Administrator
CONTRACT:	Permanent and Temporary
HOURS:	Full-time
LOCATION:	The successful applicant may be required to work in any of the College's buildings, as necessary.
SALARY/GRADE:	Band 3 (£19,650 - £20,043 per annum)
TERMS & CONDITIONS:	Support
RESPONSIBLE TO:	Departmental Manager / Supervisor
RESPONSIBLE FOR:	The post holder will have no supervisory responsibility

MAIN DUTIES & RESPONSIBILITIES

The post-holder will work under the direction and guidance of their department to fulfil administrative requirements. Accurate and timely completion of administrative tasks form the main responsibility of this post.

They will be part of a front-line team of administrators expected to assist in the delivery of a range of front-line services including answering customer enquiries from students, staff and/or the public.

Duties may vary based on each department, and will range from, working with data, finances, procurement, absenteeism, reporting as well as providing student and staff support.

GENERAL DUTIES & RESPONSIBILITIES:

- General administrative support and team working to ensure delivery of departmental needs.
- To provide high quality secretarial and reception duties
- Processing relevant paperwork, reports and enquires though the relevant channels and systems. (According to College agreed processes).
- Office administration including word-processing, reports, photocopying, and post.
- Arranging and servicing meetings as required, taking minutes and circulation of same.
- Processing financial payments.
- Collating, verifying, and managing documents both physical and digital.
- Maintaining data accuracy of departmental systems and files.
- Monitoring and gathering information for reporting purposes.
- Liaising with colleagues across the organisation as well as external bodies to deliver administrative support.
- Ensuring best practice in terms of Information Assurance and adheres to Government Data Protection Regulation (GDPR).

DEPARTMENT SPECIFIC DUTIES CAN INCLUDE THE FOLLOWING:

Attendance Recording/Monitoring

- To ensure that monthly attendance reports for students are processed in accordance with college processes;
- To process timesheets for staff members as required;
- Monitor learner attendance through the regular review of timetables and timesheets.

Procurement and Contract Management

- To prepare quotations and documentation for purchase of goods and services within college procurement policy guidelines and assist in collation of information for business cases as necessary.
- Use online College systems e.g., Agresso to carry out procurement tasks
- To monitor aspects of the budget as directed by the School or Curriculum Managers;
- To process and prepare records of areas of the curriculum's income and expenditure as directed.
- To assist in collation of information with regard to third party contractor performance

Quality

- To work closely with the Quality Assurance Team and provide secretariat functions for Exam Boards.
- Provide specific admin support for ETI & QAA inspections.
- Ensuring compliance with audit requirements.

Staff and Student Support

- Participating in all aspects of the full-time and part-time admissions and enrolments process.
- Provide accurate and up to date information on skills unit programmes to either existing or new learners via a range of communication channels.
- Provide a campus information service to learner, staff and relevant key stakeholders
- Support and resolve learner issues and queries with regards to payments for attendance and travel.
- Attend regular team meetings with academic and other relevant staff involved in the training process.

General

- To contribute to the achievement of the College's mission, values and strategic directions.
- Participate in the Colleges performance appraisal system
- Participate in College developments, attend internal and external meetings and training programmes required
- Adhere to general standards of conduct embodied in College policies
- To implement and embed the College's equality and diversity policies and respond to its equality and diversity duties as they relate to all stakeholders.
- Act, if directed as fire marshal or warden
- Carry out, if directed, the role of first aider

To undertake such other relevant duties as may be reasonably expected of the post holder

Working Pattern

Please note that in line with your contract of employment, the arrangement of the weekly working hours (hours of duty) will be as required for your place of employment and your post. For the post of General Administrator Band 3, the working hours are 36 per week for full time workers.

For candidates allocated to the campus role, you will be required to work 36 hours per week between the business hours of the campus as set out below.

Term Time

From 8.30am to 7.00pm Monday to Thursday, and from 8.30am to 4.00pm Friday, and, subject to the requirements of the campus, from 9.00am to 12.00noon Saturday

Non Term Time

Monday to Friday from 8.30am to 4.00pm

Your working pattern within the parameters set out above will be determined by line management.

Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work.

Note: No job description can cover every issue that may arise within this post at various times and the post holder is expected to carry out other duties which are broadly consistent with those contained in this document. The job description will be reviewed and varied periodically by Management in the light of the business needs of the College.

The post is a Previously Controlled Activity Position as defined by the Safeguarding Vulnerable Groups NI Order 2007.

Belfast Metropolitan College is a child-care organisation and complies with the requirements of the Protection of Children and Vulnerable Adults Regulations.

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Personnel Specification

Essential Criteria	
Qualifications[1]	• Hold a Level 3 qualification or above in any subject (e.g. A Levels, BTEC National, GNVQ Advanced or NVQ) **PLUS** have a minimum of one year's experience of working in an administrative setting **OR** Have a minimum of two years' experience working in an administrative setting • English GCSE at Grade C or above, OR Essential Skills level 2 (or higher) in Communication, or equivalent • Maths GCSE at Grade C or above, OR Essential Skills level 2 (or higher) in Numeracy, or equivalent
Experience	• Experience working with confidential information (e.g. personal or financial details) • Experience of planning and organising administrative tasks • Experience of providing excellent customer service • Experience using Microsoft Office applications such as Outlook, Word and Excel
Competencies	The competencies required for effective performance in post are: • Planning, Prioritisation and Organising • Information and Data Analysis • Collaboration and Teamwork • Customer Service Orientation • Communication & Personal Impact

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[1] Candidates must possess the required qualification at the closing date. Qualifications to be 'conferred' after the closing date or 'in progress' will not be accepted unless otherwise stated.

Definition of Competencies

Lead

Communication & Personal Impact

Has the ability to structure and pitch all communications at an appropriate and relevant level to meet the needs of a range of audiences. Present ideas persuasively and takes opportunity to reinforce important message.

Manages a range of difficult situations, confronts problems and remains resilient to set-backs. Accepts total responsibility for own area of work and makes strong positive impressions based on knowledge skills and abilities.

Must be able to write clearly, unambiguously and logically using appropriate style and language.

Deliver

Planning, Prioritising and Organising
Anticipates the work required to implement the business/ departmental plans. Determines workloads and resources required for implementation. Schedules activities and resources to ensure projects and operational plans are implemented and sees work through to its successful conclusion.

Collaboration and Team Work
Support a positive team environment where team members cooperate/ participate/ respect each other to achieve desired results.

Customer Service Orientation
Ability to deliver a high quality service in accordance with the agreed service provisions and standards expected from the role/ function. Is committed to providing an excellent service, to ensure a high level of customer satisfaction is achieved. Understands the links between own personal professionalism and the possible impact on the College image.

Information and Data Analysis

Ability to seek, collect and synthesize information from a variety of stakeholders and sources in an objective, unbiased manner to reach a conclusion, goal, or judgment. Demonstrates sufficient experience of validating the accuracy of data/information to resolve inconsistencies.