



An Equal Opportunities Employer

“Changing Lives through Learning”

This College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

ADMINISTRATION SUPPORT TEAM LEADER (CAMBRIDGE)

Salary: £10,331 – £10,584 per annum
Post Ref: 710122
Hours: 18.5 hours per week (working days are negotiable but must include a Wednesday. Working times can be flexible)
Base: Cambridge

Are you an individual who enjoys day to day challenges? No day is ever the same. This is a great opportunity to join our small friendly campus based at Milton. We have great facilities on site but are always looking to make improvements to ensure our staff and students have the best possible learning environments. The staff are welcoming, supportive and have a great sense of humour. We work tirelessly to give all our students the best opportunity to succeed, whether that is taking the first step on to the employment ladder or moving into more senior positions.

Your role will be to co-ordinate and supervise the work of the business support team at the Cambridge Campus to provide a friendly, customer- focused and effective front-of-house service providing a range of information to internal and external enquirers, applicants, students and staff. You must have experience of using databases / bespoke data systems, firsthand experience of dealing with customer communication online, by phone and in person and experience of communication with all levels of an organization. There is also the opportunity to gain a Level 3 Admin qualification, which will be fully funded by the college. You must also have Level 2 English & Maths (e.g. GCSE A*-C,9-4) or equivalent, or be willing to obtain. Experience of supervising staff and managing staffing rotas is preferred.

We offer an excellent package including a generous annual leave allowance, plus five College closure days (pro-rata for part-time), fee waivers on some College courses, a contributory pension scheme and support with training and development.

You can now view all our current vacancies on www.cwa.ac.uk and apply on-line should you wish to.

Please enquire regarding this job role by contacting Jola.Cobb-Pernak@cwa.ac.uk.

JOB DESCRIPTION

Post Title: Administrator Business Support Team Leader (Cambridge)
Department: Student Services
Reporting to: Recruitment and Business Support Supervisor
Base: Cambridge Campus

Main Purpose of the Post:

1. Co-ordinate and supervise the work of the Campus Business support staff at the Cambridge campus to provide a friendly, customer-focused and effective front-of-house service providing a range of information to internal and external enquirers, applicants, students and staff.
2. Provide a single point of contact for key support departments at the college to facilitate an efficient response and enable the Cambridge campus to operate effectively.
3. Ensure agreed procedures are followed consistently at the Cambridge campus and assist with training for staff as required.
4. Liaise with and support other supervisors in student services and LRC staff to implement effective admissions, enrolment pastoral support and learner voice processes at the Cambridge campus
5. Provide administrative support for the Cambridge Campus.

Main Accountabilities:

1. Supervise and train the Business Support team at the Cambridge Campus, co-ordinate their day-to-day work and schedules to ensure a customer-focused effective Business support service
2. Ensure the provision of accurate information to customers at the Cambridge campus.
3. Provide administrative support for the staff and students in Faculty of Land based studies, ensuring timely and accurate information is provided on student portal.
4. Liaise with student services, property services, finance, MIS/CIS, Exams, Marketing to provide a single point of contact to facilitate an efficient response and enable the Cambridge campus to operate effectively.
5. Ensure that all agreed processes are carried out accurately and efficiently by the front office team in line with agreed departmental and college procedures and in compliance with statutory legislation and audit requirements.
6. Organise and manage staff rotas to ensure a consistent front-of-house service.
7. Ensure that all financial transactions are processed in an efficient and accurate manner and comply with college finance procedures.
8. Promote safe and healthy working practices, applying and complying with health and safety regulations.
9. Follow and comply with college safeguarding and child protection procedures.
10. Participate in training and development activities as appropriate.
11. Attend team, department and college meetings as required.
12. Ensure confidentiality is maintained where required and compliance with Data Protection regulations and policy.
13. Undertake such other work as may be required from time to time by the Principal consistent with the duties and grading of the post.

Other Features of the Post:

This Job Description is not definitive or exhaustive but is provided to give the post holder an indication of the range of activities, duties and responsibilities concerned with the employment and may be subject to review and revision at any time at the discretion of the Corporation if, in the interest and efficiency of the service, it should be deemed necessary

PERSON SPECIFICATION

Please note that candidates will be shortlisted for interview based on the below specification and should therefore bear this in mind when preparing their application and completing the application form. If you do not meet the essential criteria please do not apply.

Criteria will be assessed at different points of the selection process.
 The Assessment Stages are:- A = Application I = Interview P = Presentation T = Test

	ESSENTIAL	PREFERRED	ASSESSMENT STAGE
QUALIFICATIONS	<ul style="list-style-type: none"> Level 2 English & Maths (GCSE A*-C,9/4) or be willing to obtain 	<ul style="list-style-type: none"> Level 3 qualification in a relevant area – admin, customer service, management / team leading 	<ul style="list-style-type: none"> A
EXPERIENCE	<ul style="list-style-type: none"> Experience of using databases / bespoke data systems Firsthand experience of dealing with customer communication online, by phone and in person Experience of communication with all levels of an organisation 	<ul style="list-style-type: none"> Supervising staff and managing staffing rotas Supervising staff in an administrative / customer service environment Managing customer switchboard / reception systems Experience of database management Knowledge and experience of admin processes in an education environment Experience of delivering training to staff 	<ul style="list-style-type: none"> A / I

PERSONAL QUALITIES	<ul style="list-style-type: none"> • Excellent communicator at all levels • Good eye for detail • Hardworking • Flexible • Team player • Able to work under pressure and to tight deadlines 		<ul style="list-style-type: none"> • I / T
SKILLS & COMPETENCIES	<ul style="list-style-type: none"> • Excellent working knowledge of Office 365 products (Word, Excel, Outlook, Teams, Sharepoint etc) • Excellent organisational and administrative skills • 	<ul style="list-style-type: none"> • Advanced knowledge and skill in using Excel and Word • Good knowledge of education management software systems • Ability to lead and motivate a team 	<ul style="list-style-type: none"> • I / T
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Ability to work occasional evenings and Saturdays • Commitment to child protection/ safeguarding 		<ul style="list-style-type: none"> • I

CONDITIONS OF SERVICE

1. Remuneration

- a) The actual salary range for this post is currently support band 4 - S10 £10,331 to S12 £10,584 per annum
- b) Increments are normally applied each 1st April. (No incremental progression will be allowed until the probationary period has been successfully completed).
- c) Salaries are paid monthly on 25th of each month.

2. Hours of Work

The hours for this post are 18.5 hours per week and will usually be worked between Monday to Friday. The arrangement of these hours will be decided in consultation with the line manager.

3. Holidays

- a) Annual leave is 30 days per annum (pro-rata for part-time). The arrangement of leave must be approved by the line manager.
- b) There are a further 13 statutory/concessionary days leave at fixed times during the year (pro-rata for part-time).
- c) Up to 5 days leave is dictated by the College and there are certain periods when the taking of leave is restricted.

4. References / Disclosure and Barring Service (DBS)

All offers of employment are subject to satisfactory references. This role requires a Disclosure and Barring Service (DBS) check which is a system of checking an individual's history with criminal and police records. If you are appointed, the College will manage this process for you and advise you of what you need to do. Failure to do so promptly will result in the offer of employment being withdrawn. The current cost of a DBS is £50, and this will be recovered from your first month salary payment. If you wish to see a copy of our DBS policy, please contact the HR department.

5. Sickness

The College operates a sickness benefit scheme in which you will be entitled to participate.

Service	Sick Pay
During first year of service i.e the Probationary period.	Statutory Sick Pay
During 2nd, 3 rd , and 4th year of service	60 days full pay
After 5 years' service	120 days full pay and 60 days half pay

6. Pensions

You will be eligible to participate in the Local Government Pension Scheme. This scheme is contracted out of the state scheme. Contributions will be based on a banding scheme as follows:

Band	Actual salary	Contribution rate per year
1	£0 - £14,600	5.5%
2	£14,601 - £22,800	5.8%
3	£22,801 - £37,100	6.5%
4	£37,101 - £46,900	6.8%
5	£46,901 - £65,600	8.5%
6	£65,601 - £93,000	9.9%
7	£93,001 - £109,500	10.5%
8	£109,501 - £164,200	11.4%
9	£164,201 or more	12.5%

7. Continuous Service

Previous employment would not usually count towards continuous service. You may however if regulations permit you to do so, count any previous continuous local government service as part of your continuous employment with the Corporation for redundancy pay purposes.

8. Contract Duration

This is a permanent post.

9. Appraisal Scheme

The College operates a Staff Appraisal Scheme in which employees will be required to participate.

10. Flexibility

All staff are expected to be flexible in terms of work, hours and days. However, changes to normal arrangements would only be required after full consultation.

11. Location

The main base for this post will be Cambridge. However, the employee may be required to work at any of the College locations or sites where the College provides services.

12. Trade Unions

All employees have the right to belong to a Trade Union or Association or to join any Trade Union or Association of their choice.

For representational purposes the College recognises UNISON, UCU and NEU.

13. Development

The College seeks to encourage and support all employees to develop their knowledge, skills and competencies. Development is primarily conducted in order to better achieve strategic and operational objectives.

14. Probation

This post carries a probationary period of 12 months. During the probation period the disciplinary procedure will not apply.

15. Induction

Please note that all new starters will be expected to attend a First Day Induction before they commence within their role at the College of West Anglia. In addition to this you will also be required to attend the Corporate Induction. These are both full days which are held at the King's Lynn campus and attendance is compulsory.

16. Notice

During the probation period the notice requirement will be 1 month, otherwise notice requirement is 6 weeks.