

Catch22 Business Administrator

Job Description and Personal Specification

Role:	Catch22 Business Administrator
Place of work:	Catch22 College Maidstone
Hours of work:	Part Time 30.5 hours
Salary/Grade	Operations – Operational Support
Reports to:	Office Manager
Level of screening:	Enhanced DBS

About Catch22

A forward looking social business, Catch22 has more than 200 years' experience of providing public services that help people turn their lives around. We work with troubled and vulnerable people, helping them to steer clear of crime or substance misuse, do the best they can in education or employment and play a full part in their family or community. Our vision is a strong society where everyone has a good place to live, a purpose and good people around them, no matter what their background.

Catch22 College

Catch22 College is the collective name for sites we have across the country delivering academic and vocational training programmes for young people aged 16+ who, for whatever reason, are not suited to a mainstream college setting. Our college site, like all our others, provides learners with a highly supportive environment where they have access to opportunities to build up their confidence and self belief, and to gain new skills and experiences that will help them to achieve their goals in life. We exist to help our learners *find their future*.

Role Summary

To provide day to day administrative support that will ensure an effective and professional service is delivered across the College Provision. The administrator will be the first point of contact for many visitors and callers to the College, so therefore will be important in the promotion and friendly welcome to students and public alike.

Main Duties & Accountabilities

- Act as first point of contact for general parent / pupil / visitor enquiries, responding within standard procedures or referring the enquiry to an appropriate destination
- Contribute to the smooth running of the college's reception, postal, telephones, stationery and hospitality facilities
- Produce routine documentation / correspondence against a broad framework provided by the teaching staff
- Apply a wide range of standard processes and procedures under supervision
 - Post in/out and disruption
 - Postage record input
 - Lunch ordering / recording / initial collection of monies
- Work co-operatively with others towards shared goals
- Support the induction of new members of the team and contribute to the development of others within the team through sharing knowledge
- Support the College's data management systems (PICS)
- Input and extract staff / pupil information using manual and computer-based systems, including medical information
- Attendance / Registration input into (PICS)
- Provisioning
- Input Exclusions date
- Reports – Printing and sending out
- Attendance Certificates Ensure all display boards in the College are relevant and carry up to date information and change if required
- Manage the booking process for external companies to Hire Centre Facilities and handover to Admin for booking completion.
- To ensure all provisions required for conferences are in place and be responsible for conference set up prior to and during the booking.
- To observe confidentiality at all times.

This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.

Organisational Relationships

Our College Administrator will:

- Report directly to the Office Manager

- Work in close collaboration with the rest of the College team.
- From time to time, work in partnership with other Catch22 staff across the country focused on securing young people work experience placement on other progression opportunities, to share best practice, lessons learned, etc.

Catch22 College Business Administrator Apprenticeship: Person Specification

COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATION	GCSE or equivalent English and Maths (Grade 4 / C or above) Desired		Certificate Interview
KNOWLEDGE/ EXPERIENCE	Sound practical knowledge of common ICT software packages, especially MS Office (Word, Excel, PowerPoint, Outlook, etc.). Proven ability to communicate effectively at all levels and build sound relationships Experience of creating, monitoring and collating data from Excel spreadsheets Able to draft own correspondence and proofread Able to develop and follow administration & finance procedures Ability to take minutes.		Interview
SKILLS & ABILITIES	Ability to build and develop good working relationships at all levels, internally and with outside organisations		Interview

	Ability to operate in a fast paced, challenging and diverse environment Excellent telephone manner Able to effectively prioritise and manage workloads Able to work under pressure using own initiative Maintain confidentiality at all times Excellent time management and organisational skills Attention to detail		
OTHER	Willingness to work additional hours from time to time when there is a need to 'get the job done'. Commitment to upholding and promoting Catch22's values Commitment to promoting quality in every way, and to celebrating the diversity of our learners, staff and partners.		Interview