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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Operations Administrator – Venues  |
| **REPORTS TO** (Job Title):  | Community Learning Coordinator |
| **DEPARTMENT:** Learning and Skills Service (York Learning) | GRADE: 4 |
| **JE REF:** | 180 | PANEL DATE: | 17/11/2021 |
| **1.** | **MAIN PURPOSE OF JOB** To provide an efficient and effective administrative support service to assist the Community Learning Organiser and to provide cover at the main centres as appropriate. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | To be responsible for specific administrative functions and to monitor and develop the processes and procedures employed |
|  |  | To develop and implement administrative systems, both manual and computerised using Microsoft Word and Excel spreadsheets and regularly update the Service MIS system |
|  |  | To support managerial and professional members of staff in the gathering and collation of information and the production of reports and other documents in an accurate and timely manner.  |
|  |  | To provide cover at one of the main centres in the absence of the Community Learning Coordinator |
|  |  | To work within an agreed set of priorities in managing the department’s workload so as to reconcile competing demands for administrative support. |
|  |  | To produce standard and individual letters, documents and reports within departmental guidelines and prescribed timescales. |
|  |  | To undertake on the job training of other support staff providing administrative services to the department. May be required to supervise temporary staff within the department. |
|  |  | Respond to requests for information from tutors and students, both in person and on the telephone. To deal with problems and queries where possible, referring to the Area Informal Learning Organiser when appropriate. |
|  |  | To undertake reception duties and to be the first point of contact for tutors and students during the day and on site in the evening. Ensure they are dealt with promptly and courteously, to give advice and guidance on courses and actively promote the Service. |
|  |  | To provide a wide range of high quality administrative support including, maintaining the inventory, organising PAT testing). Following up non-attenders, undertaking photocopying, faxing of documents, ordering of office stationery and materials and other office routines.  |
|  |  | To arrange meetings, booking accommodation, etc. within departmental guidelines, liaising with other members of staff and/ or others external to the Council. |
|  |  | To ensure that enrolment procedures are carried out effectively and that fees and other payments are collected, receipted and banked in line with audit requirements.  |
|  |  | Be responsible for purchasing stamps and maintaining an accurate record of postage which balances for audit purposes. |
|  |  | Be prepared to be flexible and work across other centres when required. |
|  |  | To take responsibility of monitoring course planning to identify venue requirements; liaise with venues; book specified request; be first point of contact with venues; report to Co-ordinators/CM’s on confirmed/denied bookings; cancel bookings when needed; process invoices etc; confirm bookings to CM’s & Co-ordinators via planning spreadsheet in timely manner.  |
|  |  | Support Centre Co-ordinators with a wide range of routine administration tasks in relation to the Council’s financial systems, including the raising of purchase orders, processing of invoices on the council’s P2P system in line with the Council’s financial regulations.  |
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| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 0 Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION*** Subject to supervision and procedural guidelines, the jobholder is able to use initiative in responding to queries, the management of his/her own workload and in the development of administrative systems.
* Uses initiative in determining the content and layout of letters and other documents.
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| **5.** | CONTACTS & RELATIONSHIPS* **Internal -** Regular contact with supervisor and colleagues calling for the exchange of information orally, in writing or electronically where some tact may be required.
* **External -** Contact with visitors, suppliers and agencies on operational matters. Dealing with the general public, answering queries which may require tact and discretion and giving advice on courses.
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|  **6.** | **DECISIONS – discretion & consequences*** Standard operating procedures, good practice, established processes and an understanding of what results or standards are to be achieved guide the jobholder’s decision-making.
* Judgement involves a range of facts or situations, which require analysis or comparison of a range of options/ solutions.
* Can design, develop and implement modifications/ variations to processes and working arrangements.
* Uses discretion when responding to sometimes complex, face to face and telephone queries from colleagues and others outside the Council so as not to commit any breaches of confidentiality/ indiscretions.

Consequences* The administration which the jobholder undertakes can have a significant effect on the internal efficiency of the operations of the department and the service it provides to its customers.
* Interactions with customers can have an impact on the perception of the service
* Failure in the booking and processing of rooms will have an impact on our ability to run courses and could have a financial impact.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)*Description Value * Equipment and Materials for £300 evening classes.
* Enrolment Fees Up to £2000
* Postage Up to £250
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| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* Subject to supervision, the jobholder has a rota of daily tasks, but the order is subject to change with certain set deadlines, interruptions and competing demands.

Physical demands* Normal office environment.

Working conditions* Normal office environment. Some reception type work may be required

from time to timeWork context* Normal office environment. Some evening work and weekend work required
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| **9.** | **KNOWLEDGE & SKILLS**Qualifications and Knowledge* N.V.Q. level 2 in administration or equivalent experience of a wide range of administrative/ clerical tasks, including some which are more complex.
* Minimum Level 2 qualification in English and maths
* Level 2 ICT qualification (or able to demonstrate competency at this level)
* General Education/Adult Education/FE

Skills and Experience* High standard of IT skills and recent experience of Microsoft Office application including Access, spreadsheets and word-processing ECDL, CLAIT or equivalent experience up to and including level 2
* Sound understanding and experience of a range of sometimes complex administrative work procedures, which may be non-routine, and which require some specific formal training or equivalent.
* Sound oral and written communication skills.
* Computer literate, competent in the use of Council computer packages and numerate.
* Able to prioritise work including conflicting demands and deadlines
* Proactive with highly developed organisational skills
* Good interpersonal and listening skills with a wide range of people
* Highly literate and numerate
* Approachable, courteous, able to present a positive image of the service to staff, students, tutors and general public
* Substantial experience of working with administrative systems in a busy office
* Able to work up to2 evening per week and on occasional Saturdays as required by the Health & Leisure Learning Manager/Community Learning Coordinator
* To be flexible in terms of hours and place of work i.e. off site
* Good presentation skills

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Community Learning CoordinatorOperations Administrator – Teaching and Learning Operations Administrator - MIS and Exams THIS JOBJobs reporting up to this one: none |