Person Specification

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| Post  | Administration Team Leader |  | Dept | MIS |
| Grade | Scale 5 |  | Ref No | 072-21 |

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| Education / Training |  | Criteria Essential (E)Desirable (D) | Measured ByInterview (I)Application (AF)Assessment Ctre (AC)Presentation (P) |
| GCSE English and maths (minimum A –C grade) or equivalent.ECDL Level 2 or equivalent | EE | AFAF |
| Relevant Experience |  | e / d | Measured By |
| Managing / Leading a teamWorking in a busy administration rolePreparation of reports, minutes and general administrationProcessing agency staff bookings and liaising with external organisations Implementation, review and development of administrative procedures and processesWorking with BKSBProcessing enrolments | EEEEE DD | AF/IAF/IAF/IAF/IAF/I AF/IAF/I  |
| Relevant Knowledge/ Skills & Aptitudes |  | e / d | Measured By |
| Effective customer service skills in a range of contexts (customer facing, via email, telephone and in composing written responses to internal and external partners)Pro-active and creative approach to work and problem solvingWork on own initiative with the ability to be self-motivating and inspire othersCompetent in the use of Microsoft Office including Word and OutlookCompetent in the use of Microsoft Excel * including a good working knowledge of formulas for manipulating data

Working knowledge of the EBS student record systemAbility to prioritise and work to tight deadlinesWork effectively under pressure and manage workload of othersExcellent organisational and time management skillsExcellent communication and interpersonal skillsAbility to train staff in various aspects of administration and proceduresAbility to relate sensitively and positively to both young and adult learners, which impacts on the well-being of all in the workplace, Ability to self-evaluate learning needs and actively seek CPD | EEEEEEEEEEEEE | AF/IAF/IAF/IAF/ACAF/ACAF/IAF/IAF/IAF/IAF/IAF/AF/IAF/I |
| Special Requirements |  | E / D | MEASURED BY |
| This role will require access to sensitive personal data and therefore discretion and confidentiality is requiredA willingness to work flexibly and outside normal working hours at peak timesCommitted to the principles of valuing diversity and equal opportunities.Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all its staff and volunteers to share this commitment | EEEE | AFAFAF/IAF/I |