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 By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| GCSE English and maths (minimum A –C grade) or equivalent.  ECDL Level 2 or equivalent | | | E  E | AF  AF |
| Relevant Experience | |  | e / d | Measured By |
| Managing / Leading a team  Working in a busy administration role  Preparation of reports, minutes and general administration  Processing agency staff bookings and liaising with external organisations  Implementation, review and development of administrative procedures and processes  Working with BKSB  Processing enrolments | | | E  E  E  E  E    D  D | AF/I  AF/I  AF/I  AF/I  AF/I    AF/I  AF/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 solving  Work on own initiative with the ability to be self-motivating and inspire others  Competent in the use of Microsoft Office including Word and Outlook  Competent in the use of Microsoft Excel   * including a good working knowledge of formulas for manipulating data   Working knowledge of the EBS student record system  Ability to prioritise and work to tight deadlines  Work effectively under pressure and manage workload of others  Excellent organisational and time management skills  Excellent communication and interpersonal skills  Ability to train staff in various aspects of administration and procedures  Ability 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 | | | E  E  E  E  E  E  E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/AC  AF/AC  AF/I  AF/I  AF/I  AF/I  AF/I  AF/  AF/I  AF/I |
| Special Requirements | |  | E / D | MEASURED BY |
| This role will require access to sensitive personal data and therefore discretion and confidentiality is required  A willingness to work flexibly and outside normal working hours at peak times  Committed 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 | | | E  E  E  E | AF  AF  AF/I  AF/I |