



CENTRE OPERATIONS ADMINISTRATOR (Student Services)

Permanent, Part Time (20 hours per week, term time only)

Required to start 29 August 2024

We are looking for an enthusiastic team-player, with good customer service and administrative skills and an empathy for young people to work as part of our Student Services Centre Operations team.

This is a permanent position, working 20 hours a week, 39 weeks per year (term time plus 1 day pro rata to be worked in the holidays). The start and finishing times are from 11am until 3pm Monday to Friday.

Pay, Pensions and Safeguarding

The pro rata salary for this post is **£11,030 per annum, which includes 5.2 weeks of holiday pay**. This is based on spine point 8 within grade 3 of the support staff pay spine for which the current full-time salary is **£24,010** per annum. The full time salary will rise to £28,549 per annum over three years, subject to satisfactory performance. Holiday entitlement is 24 days per annum. This entitlement rises to 29 days after five years' service. The entitlement will be pro-rated.

All support staff automatically become members of the Local Government Pension Scheme. This is a tax approved, defined benefit occupational pension scheme. The benefits under the scheme are based on the length of your membership and your final salary. Your contribution would be 5.5% of your gross salary and the College contribution would be 19.8% of your gross salary. Once you have started your job at BHASVIC you have the option to opt out of the Local Government pension scheme. If you wish to opt out you must do so within three months of your start date in order to receive a refund of your contributions. Further information can be found on <http://www.eastsussexpensionfund.org>

BHASVIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our vetting procedures for prospective employees are in line with the guidelines provided by the Department for Children Schools and Families. Further information can be found on <http://www.education.gov.uk/childrenandyoungpeople/safeguardingchildren>

The Student Services Department

BHASVIC Student Services Centre is a busy hub which supports a range of student provision for example, counselling, careers, events & enrichment as well as bursary & financial support. It is also the central location for all tutorial activity, with tutor groups and pastoral one-to-ones running throughout the day. The Centre Operations Team is housed on the ground floor of Student Services Centre and manages the reception and ground floor offices within student services offering the first point of information and contact for students, tutors and parents/carers. We also provide administrative support for key teams within the Student Support, Guidance and Student Experience departments. The team comprises a full time, full year Centre Operations Manager & Assistant together with three part time staff and includes support for the Vice Principal in charge of Student Services.



HOW TO APPLY

For details of how to submit your application, please visit our website www.bhasvic.ac.uk/the-college/working-for-us/current-vacancies

Please complete Parts 1 and 2 of the job applications which can be found on our website. Part 1 will be separated and only Part 2 (Application form, Personal statement & Cover letter) will be used in the shortlisting process.

Please note that it is College policy to shortlist applicants on the basis of a completed application form, letter and accompanying statement. CVs submitted alone without a completed application form and statement will not be considered.

PART 2

- **Your personal statement should ONLY address the criteria which has been highlighted in orange NUMBERED 3, 4, 5, 6, 9 and 10 in the person specification that can be found in these job details. Please use the numbered criteria as headings. When writing your statement, please give examples of situations when you have used the skills and attributes detailed. The rest of the criteria will be assessed during the interview day.** Your personal statement should not be longer than 4 sides of A4, 10 point font size (2,000 words). It is very important that your application is in the format requested.
- **Please use only your initials for all the documents in PART 2, including your personal statement and cover letter, submitted to the shortlisting panel.** Please use 3 initials by entering the first letter of your first name, middle name and surname. If you do not have a middle name use 'Z' between the first letter of your name and surname (i.e. LZO for Linda Owen).

The deadline for receipt of applications is **9am on Monday 1 July 2024**

Interviews will take place on **Thursday 9 July 2024**

For applicants who are invited to interview there will be ample opportunity to learn more about our provision and needs through discussions with staff.

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(June 2024)



JOB DESCRIPTION

JOB TITLE: Centre Operations Administrator (Student Services)

DEPARTMENT: Student Support, Experience & Guidance Teams/Centre Operations

SALARY: Grade 3

HOURS: 20 hours per week, 39 weeks per year (during term time)

Job Purpose:

To support the day-to-day operations of the Student Support, Guidance and Student Experience teams, ensuring all functions are student-centred, responsive, efficient and support the attendance, retention, achievement and wellbeing of all students; and the Centre is appropriately equipped and well-maintained to deliver the services needed.

To support with employer engagement and work experience, following up on essential phone calls, communications and supporting on administrative support for careers and work experience, as well part of the Centre Operations team.

To provide initial information to students, parents/carers, staff and other key stakeholders, regarding key College processes and all services offered with the Student Support, Experience & Guidance.

As part of the reception and admin team within the Student Services Centre, to act as an initial mental health and wellbeing 'triage' for students who may present in distress, supporting wellbeing, de-escalating where possible or signposting to specialist internal staff where needed.

SPECIFIC DUTIES:

Student Services Reception

- Provide a front-line professional reception service within the Student Services Centre for students, staff and visitors, wishing to access the services offered by the Student Support, Experience & Guidance Teams.
- Manage Inboxes for a range of services.
- Manage calendars and book appointments for agreed Student Support, Experience & Guidance Teams.
- Answer and make phone calls when required.
- Assist in preparing materials for the Student Support, Experience & Guidance Teams.
- Assist in developing and maintaining resources and information.

Student Experience:

Tutorial Support

- Work with others in the Centre Operations Team on the daily organisation of tutorial cover arrangements.
- Provide assistance to staff supporting students in the tutorial programme. This will include promotion of enrichment opportunities, monitoring attendance at related events and activities.
- Routinely input essential data into the college's information systems.



Careers Information, Advice, Guidance & Work Placements

- Provide assistance to staff delivering Careers, Information Advice Guidance to support the progression of students on to a suitable and sustained destination.
- Support the Careers Team to develop and maintain careers resources, and running of careers events, such as drop-ins, workshops and visits from employers / alumni.
- Assist the Student Experience Team with the administrative systems that support students in sourcing, securing, attending and evaluating work experience placements which are appropriate to their level of study and complementary to their area(s) of interest / skills development.

College Events and Enrichment Activities:

- Attend events in agreement with the Centre Operations Manager and assist to ensure that events run smoothly. This will involve some evening work.
- Work with other members of Student Experience team to support the planning, organisation, promotion and running of the college's annual Futures Fair event, Progression and Skills Week and other events which support the student journey.
- Assist the DofE coordinator and the Student Experience team with administrative support as needed.

Student Support: Counselling & Primary Mental Health

- Be an initial point of contact for the services. This may involve supporting students who present in a highly agitated, anxious or distressed manner using Mental Health First Aid Training.
- Provide administrative support as needed which will include sending daily reminders.
- Prepare and oversee the distribution of any promotional materials.

Safeguarding

- Assist the Student Support and Safeguarding teams with administrative tasks relating to student casework.
- Assist with the preparation and distribution of regular safeguarding updates.

Financial Support

- Assist students, and those supporting them, by providing accurate and up to date information and advice in relation to financial support available.
- Provide students information on their bursary aware using the PayMyStudent system.

Other duties

- Meet with your line manager regularly and provide regular reports and data relating to provision at the College.
- Attend meetings of the Centre Operations and Student Support, Experience and Guidance Teams.
- Participate in a programme of personal staff development and appraisal, appropriate to both individual and College needs.
- Undertake any other duties which may, from time to time, be reasonably requested.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

(June 2024)



BHASVIC

PERSON SPECIFICATION

We are looking for someone who can show evidence of the following skills, experience and attributes. **Please ONLY address the criteria which has been highlighted in orange NUMBERED 3, 4, 5, 6, 9 and 10 in your personal statement. Please use the numbered criteria as headings when writing your statement, giving examples of situations when you have used the skills and attributes detailed. The rest of the criteria will be assessed during the interview day.**

Your personal statement should not be longer than 4 sides of A4, 10 point font size (2,000 words).

	Essential	Desirable	Method of assessment
Qualifications			
1. Educated to level 3 (BTEC, A level or equivalent) relevant qualifications		x	Certificates Application
2. Qualified First Aider or willingness to undertake First Aid training and Mental Health First Aid training	x		Certificate Interview
Skills			
3. The ability to contribute to, and work effectively within, a team environment with a shared workload.	x		Application Interview
4. Experience of working in a customer-facing, customer-focussed role	x		Application Interview
5. Excellent communication skills, in person, on the phone and written. The ability to listen, and to be assertive on occasions.	x		Application Interview Assessment
6. The ability to deal calmly and appropriately with students who may be vulnerable, anxious, agitated or distressed.	x		Application Interview
7. The ability to effectively prioritise and to positively and quickly respond to requests at short notice, along with the ability to organise your own workload.	x		Interview
8. Excellent IT skills, being competent in the use of a variety software packages, particularly Microsoft.	x		Assessment (Interview)
Knowledge and Experience			
9. Previous relevant experience within an educational setting, preferably with students aged 16-19.		x	Application Interview
10. An understanding of the potential barriers faced by young people when accessing and participating in education.		X	Application Assessment
11. An understanding of the importance of professional boundaries and an awareness of own limitations in dealing with sensitive situations.	x		Assessment (Interview)
12. Ability to be discreet and adhere to strict safeguarding, confidentiality and data protection protocols.	x		Assessment (Interview)
Other			
13. Willingness and ability to undertake training needed in order to fulfil the changing requirements of the role.	x		Interview
14. An understanding of and commitment to the values given in the BHASVIC Staff Code of Conduct , the Equality, Diversity and Inclusivity Policy , the Child Protection and Safeguarding Policy .	x		Interview
15. An understanding of Safeguarding, including the Prevent Duty, and a commitment to help create a safe learning environment.	x		Interview