

Job Description

Post Title:	Administrator
Responsible to:	Head of Veterinary Studies - Edinburgh
Responsible for:	Assisting with general administration
Location:	Edinburgh Centre
Hours of Attendance:	Normally 37.5 hours per week. The appointee will be expected to work flexibly to meet the requirements of the post.

Purpose of the Post

To provide administrative support to the centre.

Main Areas of Responsibility

- Assist with learner applications, enrolments and registrations
- BSc VN and Diploma course administration support
- Assist with Employer Data
- Assist with Reception
- Support and provide general administration support to the centre
- Assist with organisation of room bookings, short course provision, layout and clear away of short courses and refreshments
- Provide support for student services
- Actively promote high quality information, advice and guidance to both internal and external enquiries

DETAILED TASKS

1. Learner applications, enrolments and registrations

- 1.1 Responding to initial enquiries for on-line applications
- 1.2 Dealing with customer enquiries – email, telephone & reception
- 1.3 Assist with completion of induction paperwork
- 1.4 Assist with Learner Data Processing (learner reviews, ISS etc)

2. Employer Data

- 2.1 Process Health & Safety employer data

3. Quality Assurance

- 3.1 Assist with processing student and module evaluations
- 3.2 Assist with processing employer census data
- 3.3 Assist with internal audits as required

4. Course Admin Support

- 4.1 Assist with administration of BSc and Diploma student paperwork regarding placements, clinical tools, listing, Records of Employment/Registers and BSc student absences and collation of the PE results, etc
- 4.2 Assist with processing placement administration – Health and Safety checks, Memoranda of Agreements (MOAs), authenticated signatures, Practice Principal list (PPL), clinical coach data
- 4.3 Maintain student files
- 4.4 Assist with pre-population of visit paperwork and learner reviews

5. Monitoring and Reporting

- 5.1 Assist with monitoring learner progression and providing reports as requested
- 5.2 Assist with functional skills admin support
- 5.3 Assist with student absence monitoring and reporting
- 5.4 Assist with receipt and return of student work

6. Assist with Reception

- 6.1 Meeting and greeting all College visitors and directing them as appropriate.
- 6.2 Providing refreshments for all College visitors and meetings at the Edinburgh site.
- 6.3 Answering the telephone, dealing with and re-directing calls as appropriate. Taking and delivering accurate messages.
- 6.4 Answerphone – collecting and relaying messages
- 6.5 Take mail to the post office. Collect internal post and send to other CAW centres as needed.
- 6.6 Complete appropriate documentation for non-standard post and organise relevant collection, e.g. recorded, special, contract.
- 6.7 Noting and following up student absences and ensuring appropriate documentation passed to Course tutor.
- 6.8 Dealing with student enquiries.
- 6.9 Receiving all deliveries and ensuring they are dealt with as appropriate. Organising collections/couriers when necessary.
- 6.10 Ensure leaflet stands and notice boards are kept updated and tidy

7. Marketing

- 7.1 Assist with mailouts – GDPR (General Data Protection Regulations) and 'Information, Advice and Guidance' (IAG).

8. Library

- 8.1 Replace returned books to shelf

- 8.2 Log out books to student and staff
- 8.3 Maintain updated library list
- 8.4 Audit books regularly
- 8.5 Assist with management of library fines
- 8.6 Maintain tidiness of library resources

9. Health & Safety

- 9.1 To comply with the Health & Safety at Work Act.
- 9.2 To oversee Health and safety arrangements at the College via team meetings, minutes and staff notice boards.
- 9.3 To comply with The College of Animal Welfare and partner institutes' Health & Safety regulations.
- 9.4 To ensure that students' safety is considered at all times.
- 9.5 To take responsibility for maintaining awareness of Health & Safety at the College, via the committee, minutes and staff notice-board.

10. General

- 10.1 Participate in appropriate meetings, open evenings and other events as required.
- 10.2 Actively promote the implementation of College policies for Equality and Diversity and Environmental Sustainability.
- 10.3 Participate actively in the College's performance review and appraisal processes and undertake appropriate continuing professional development including management training.
- 10.4 Work in a flexible, proactive manner to meet the changing requirements of further education and undertake such other duties, commensurate with the post, as may be required by senior managers.

11. Safeguarding

- 11.1 Ensure you know the name of the designated person and their role
- 11.2 Know how to pass on and record concerns about a child or young person
- 11.3 Understand individual responsibility for referring child protection concerns using the proper channels and within the agreed timescales
- 11.4 Attend Induction training for Child Protection and attend a refresher on a three yearly basis so that you know your responsibilities, the local procedures, the need to be vigilant in identifying cases of abuse and how to provide support and respond to a student who tells of abuse
- 11.5 Ensure concerns about poor or unsafe practice in regard to students are raised in a timely manner.
- 11.6 Be clear with students that you cannot promise to keep secrets
- 11.7 Ensure that the five Every Child Matters outcomes – being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing are met
- 11.8 Promote health in areas such as:
 - Smoking
 - Drug and alcohol use
 - Disease prevention and control
- 11.9 Review policy and procedures on an annual basis

Equal Opportunities

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

You are liable to undertake such duties as may be reasonably required commensurate with your role.

Attributes	Essential	Desirable	How Identified
Education Level/ Qualification	<ul style="list-style-type: none"> • L2 Literacy and Numeracy • Willing to undertake essential CPD 	<ul style="list-style-type: none"> • Level 2 qualification in ICT i.e. • L3 Customer service award. 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
Experience	<ul style="list-style-type: none"> • Effective telephone/communication skills • Good time management • Good presentation of work • Accuracy 		<ul style="list-style-type: none"> • Application form • References
Knowledge and Ability	<ul style="list-style-type: none"> • Ability to work methodically and on own initiative • Ability to work to and meet deadlines • Ability to maintain a high level of accuracy and confidentiality • Comply with CAW H&S regulations as outline in the H&S policy • Ability to work as part of a team 		<ul style="list-style-type: none"> • Application form • References • Interview
Attitude/Disposition	<ul style="list-style-type: none"> • Presentable • Organised • Keen to contribute • Receptive to training • Be honest and trustworthy • Be respectful • Be flexible • Demonstrate sound work ethics 		<ul style="list-style-type: none"> • References • Interview