

The Leicestershire College

Job Description

1. Job Details

Job Title:	Administrator
Department:	Stephenson College Curriculum
Reporting To:	Curriculum Lead
Competency Level:	Business support 1
Hay Grade:	G2
Salary:	£25,950 per annum
Date of Job Evaluation:	tbc
Date:	June 2026

2. Job Purpose

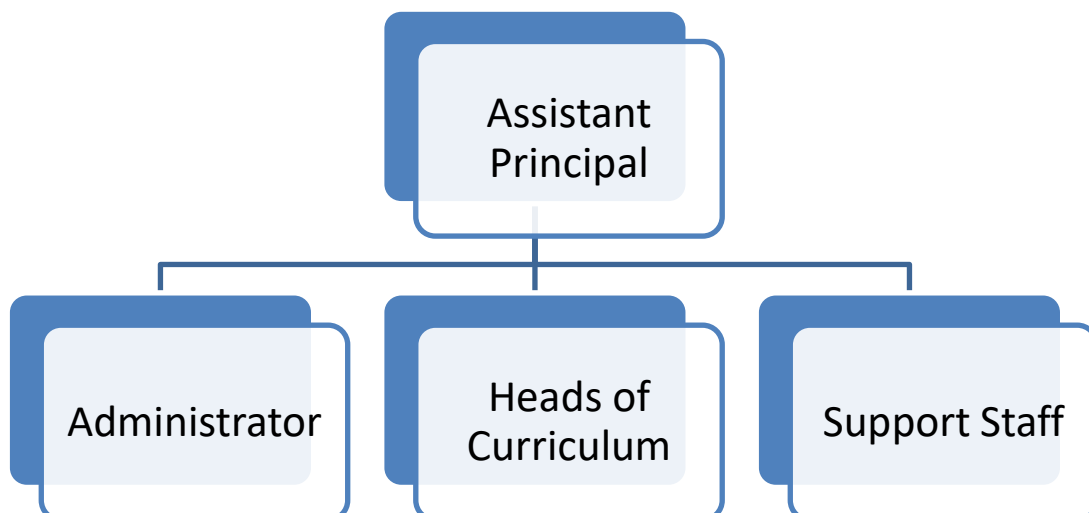
To provide an excellent administrative service for curriculum departments, while communicating well with all users (e.g. students, parents, staff, employers).

Taking a lead role in monitoring daily attendance helping to identify at risk learners and creating and distributing student/parent progress reports. Running data reports for curriculum departments to support the Curriculum Heads / CQLs / HoDs s in improving the quality of provision.

3. Dimensions

Not applicable.

4. Organisation chart



Name:	Job Description Template -TLC	Owner:	HR
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5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Supporting the Curriculum Heads / CQLs / HoDs by providing a high quality efficient administrative service across curriculum and business support departments.
- Work with Curriculum Heads / CQLs / HoDs to ensure data in pro solution and pro monitor is accurate
- Run data reports for the curriculum departments to support the Curriculum Heads / CQLs / HoDs in improving the quality of provision (e.g attendance, retention, assignment submissions, compliance, at risk, and parent reports)
- Monitor attendance of lessons and ensure learners who are absent are contacted to discuss their absence.
- Work with Management Information Support Team to ensure statistics are correct and available according to deadlines (sorting groupings on pro sol etc.)
- Work with Curriculum Heads / CQLs / HoDs to assist with timetabling as required.
- Liaise with Exams Team on behalf of Curriculum Teams as appropriate-checking exam rooms, and re booking exams as required.
- Prepare and organise meetings, including preparation of agenda, minutes, and room bookings as required.

- Administer event planning for activities such as open days and presentation ceremonies, by ensuring that brochures, leaflets are sent, rotas and schedules are completed, and refreshments and rooms are booked.
- To carry out any student/parent liaison administration - Including letters, emails, phone calls, newsletters, parent evening sessions and reports.
- Maintaining student records, registers, course files and timetables in compliance with College expectations.
- Administering student-focused processes, including; answering queries, recruitment and admissions, attendance and absence, timetable changes, submission of work, exams, travel, disciplinaries and complaints, DBS checks, etc.
- Administering staff-centred processes including answering queries, absence and follow-up, pay claims, meetings, minute-taking, circulation of information, etc.
- Undertaking activities that support the quality assurance processes such as analysing reports.
- Assisting managers in ordering, monitoring and accounting for resources and budgets, including processing purchase orders and invoices.
- Dealing with enquiries from awarding and examining bodies.
- Taking responsibility for administrative support for a designated Departmental area and specialist duties as appropriate to the Department if required.
- Liaising with employers, e.g. in relation to commercial courses, work experience, visits, enterprise days.
- Carry out any other duties and responsibilities within the function, commensurate with the level and grading of the post.
- Undertake any other duties as needed to promote the efficient functioning of the organisation.

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Carry out administrative tasks accurately and in a timely manner.	The department runs smoothly, and customer service is of high quality.
Respond to students, staff, employers and other users appropriately and efficiently.	Clear and effective communication of information and high satisfaction levels.
Process information and records accurately.	Information can be acted upon quickly and productively

8. Key Working Relationships and Communications

Internal: Principal, Assistant Principal, Curriculum Heads / CQLs / HoDs, Head of Employer Engagement.

External: Employers, awarding and examining bodies, students' parents/carers, other agencies as required.

9. Scope for Impact

Not applicable.

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Understands customer expectations; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	A relevant academic or vocational qualification at Level 3 or above	•		Application/ Certificates
2.	IT or Business Administration qualification		•	Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
4.	Experience of providing an administrative service, preferably in an education setting	•		Application
5.	Experience of producing high quality reports, managing data and producing pivot tables	•		Application
6.	Experience of the use of Information Technology applications such as databases, spread sheets, diary and calendar systems, websites to assist in the administration and organisation of work	•		Application
SKILLS & KNOWLEDGE				
7.	Good administration, organisational and planning skill	•		Interview
8.	Excellent IT skills using a variety of systems including Microsoft Office, web-based systems	•		Interview
9.	Excellent interpersonal skills and the ability to work with a wide variety of people including young people	•		Interview
10.	Excellent customer care skills	•		Application/ Interview
11.	A high level of verbal and written communication skills which enable creation of positive relationships with students, staff, managers and external contacts at all levels	•		Interview
12.	A demonstrated ability to produce word-processed documents to a high standard of accuracy	•		Interview
13.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
14.	Ability to work effectively as part of a team	•		Interview
15.	Ability to work proactively and on own initiative	•		Interview
16.	Willingness and ability to learn new systems and skills	•		Interview
17.	Flexibility to deal with a range of circumstances	•		Interview
18.	Ability to prioritise personal workloads and manage competing demands	•		Interview
19.	Promote the College's equal opportunities policy and practices	•		Interview
20.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in June 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
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