

JOB DESCRIPTION AND PERSON SPECIFICATION		
Job Title: Assistant Site Administrator		Accountable to: Site Administration Co-ordinator
Salary: £24,034 pa	Hours/ FTE: 1.0	Grade: 2
Length of contract: Permanent		College/Service: London College of Fashion
Location: Lime Grove		
<p>Purpose of Job</p> <p>To work flexibly as a member of the site administration team providing general administrative support for the site and to academic teams, and to positively promote a 'community culture' for both staff and students at the site.</p> <p>To provide a customer focused service and effectively support academic and technical staff at the site and assist students by responding to their general enquiries and administrative requests in relation to their study.</p>		
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • To provide clerical and administrative support on site. • To create, input and maintain manual, electronic files and information systems and keep notice boards up to date. • To produce letters, reports and information material as required. • To assist with the preparation of management information, for both internal and external purposes. • To arrange meetings, book rooms and meet and greet visitors, arranging refreshments when required. • To organise and take visitors on tours of the building. • To respond orally, in writing and face to face to a range of enquiries and related matters from internal and external sources. • To demonstrate a commitment to make use of all information and communications to meet the requirements of the role and promote organisational effectiveness. • To support the Site Administrator to ensure that tasks are completed, and that the site administration is functioning at maximum capacity, including photocopier provision, hospitality, provision of tutorial record sheets and the processing of incoming and outgoing post. • To support, in conjunction with the team of Academic Administrators, to provide a high level of customer service to staff and students, resolving queries wherever possible. • To assist with the submission of all student hand-in activity and subsequent hand-back at the site. • To support liaising with Academic Registry on behalf of students to arrange replacement ID cards and other resources as appropriate. • To support the planning and organisation of events for both the students and staff to promote a community at the site. • To assist with the organisation of exhibitions and shows relevant to the site. • To support providing general reception for the site to staff and students and provide general information to students. • To support Programme Directors with course consumable purchase orders. • To perform such duties consistent with your role or position as may from time to time be assigned to you anywhere within the University. • To undertake health and safety duties, including risk assessments and responsibilities, as appropriate 		

to the role or post.

- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Head of College Operations, Academic Site Manager, Programme Directors, Senior Site Technical Support, Facilities Managers, Health and Safety Advisor, Finance, Staffing, Timetabling Office, Internal and External Relations, Student Administration, Academic Development and Quality Assurance Unit, Student Services and other LCF based services as required

Resources Managed

Budgets: No
Staff: No
Other: No

Job Title: Site Administration Assistant**Grade: 2**

Person Specification	
Specialist Knowledge/ Qualifications	A-level or equivalent qualification or equivalent experience Relevant degree desirable
Relevant Experience	Experience of working in a front line, customer focused position
	Experience in using a range of Microsoft Office applications
	Experience of using a range of databases
	Experience of compiling own correspondence data entry and producing letters / emails
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: 14/06/2017