

STANMORE COLLEGE

QUALITY ADMINISTRATOR

(36 hours per week, all year)

We are looking for an experienced and efficient person with suitable qualifications for the post of Quality Administrator. The postholder will be a member of the Quality Team and will focus on tracking the completion of key monitoring activity relating to the standards of teaching and learning within the college.

You will have a minimum of one year's experience in a administrative role and qualified to minimum level 3 and a Level 2 qualification in Maths and English You will have excellent written and oral communication skills and good IT skills.

Salary: Band E, points 13 - 16, £20,892 - £22,859 per annum.

Application form and further details of the post available from the Stanmore College website: www.stanmore.ac.uk or by telephone on 020 8420 7739.

Closing date for applications is Tuesday, 24th September 2019
Interviews will take place on Wednesday, 2nd October 2019

STANMORE COLLEGE

POST: QUALITY ADMINISTRATOR
(36 hours per week, all year)

REPORTING TO: Head of Quality

Job Summary

The postholder will be a member of the Quality Team and will focus on tracking the completion of key monitoring activity relating to the standards of teaching and learning within the college

Main Activities

1. To provide administrative service for quality functions particularly:
 - a. ensuring all teaching observations are carried out according to college deadlines. To include: scheduling observations according to the prioritization provided by VP and line manager, ensuring all notifications are sent out accurately, and that records are kept accurately on ProObserve (observation reports, walkthrough reports, moderation details, etc)
 - b. managing the process of conduct of all student and parent surveys, including the creation and dissemination of surveys, data entry and analysis and drafting the annual report. Contributing to the conduct of staff and other surveys as required.
 - c. contributing to the College preparation for internal and external audits, particularly for OFSTED and other external monitoring visits
 - d. managing the College process for dealing with complaints: ensuring response times are met, investigating and making recommendations where necessary and maintaining the complaints database (formal and informal) and drafting the annual report.
 - e. to track the completion of other key quality processes eg completion of internal self-assessment documentation
 - f. to carry out research as required and prepare appropriate reports in relation to quality functions

2. Take responsibility as required for the production and presentation of agendas and papers for committees specifically relating to the quality function (specifically: Inclusion and Impact and Study Programme Leaders) and working parties, with particular reference to:
 - a) Arranging meetings
 - b) Formulating agendas
 - c) Liaising with staff
 - d) Ensuring deadlines are met and that papers are distributed on time
 - e) Minuting meetings
 - f) Progress chasing decisions to ensure action is taken.
3. Contributing to the development of new and existing policies and work practices relevant to the quality function
4. To assist in providing administrative and secretarial support to the Executive/ Senior Leadership Team with particular reference to:
 - a) Assisting the team in relation to maintaining diaries of commitments for the Executive Team members and providing them with the necessary documentation at the appropriate time to support their commitments
 - b) Receiving telephone calls and welcoming visitors on behalf of the above
 - c) Preparing e-mails, letters, memos, references and reports as required and drafting correspondence for signature
 - d) Arranging hospitality and supporting the efficient operation of the kitchen
 - e) Assisting with arrangements for College events
 - f) Ensuring that minutes of meetings and documents for which the office has responsibility are loaded onto the Intranet/Internet once approved
 - g) Printing documents, photocopying, collating and distributing papers for meetings as requested by-your line manager and members of the Executive Team.
5. To provide cover for the PA to the Principalship and the Clerk to the Governors as required.
6. Taking personal responsibility for supporting, promoting and following all College policies in relation to health and safety, safeguarding, equality and diversity and data protection within the scope of the post.

The postholder is liable to undertake such other duties as may reasonably be required, commensurate with the grade, at the present place of work or at any other site on which the College may operate.

This job description is current at the date shown below. In consultation with the postholder, it is liable to variation by management within a reasonable timescale to reflect or anticipate changes in or to the job.

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STANMORE COLLEGE**PERSON SPECIFICATION****JOB TITLE: QUALITY ADMINISTRATOR****Essential criteria**

Criteria	Possible source of evidence
QUALIFICATIONS:	
Minimum of GCSE English and Mathematics grades A – C essential	Application form/ certification
EXPERIENCE OF:	
Prioritising own workload	Application form/supporting statement/ interview
Experience of or ability to work within a customer focused environment	Application form/supporting statement/ interview
KNOWLEDGE OF:	
Knowledge of general office based IT packages including Excel and Word	Application form/supporting statement/ interview
SKILLS:	
Good administration and communication skills, both verbal and written	Supporting statement/ interview
ABILITY TO:	
Ability to remain calm under pressure and dealing with a wide range of people	Supporting statement/ interview
Organise and prioritise duties and responsibilities	Supporting statement/ interview
Methodical approach to working and problem solving	Supporting statement/interview
Work on own initiative	Supporting statement/interview
ATTITUDE:	
Experience of or ability to work within a customer focused environment and with a diverse team	Supporting statement/Interview
Willingness to work closely with other team members	Supporting statement/Interview