
Distance Learning & Employability Data Administrator

External Vacancy

Post Ref: 6315

Full time – 37 hours per week. Fixed Term Maternity Cover – 12 Months.

Salary Details; £17,942 to £18,902 SCP 11- SCP 13 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

The purpose of this role is to provide efficient and effective support to the Distance Learning and Employability (DLE) Team by coordinating and administering all appropriate documentation relating to DLE provision, ensuring compliance with contract requirements, funding agencies and College policies and procedures. Support the delivery of an excellent student experience through ensuring the work undertaken within the DLE team is of high quality, accurate and delivered effectively.

The successful candidate will have previous experience in a similar role with a knowledge and understanding of the legalities relating to Distance Learning. You will hold GCSE English and Maths at grade C (or above) and a Level 3 in Customer Service / Business Administration. You will have excellent communication, customer service and IT skills with the ability to work under pressure to meet tight deadlines.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.educationpartnershipne.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack. Please note we will only accept EPNE application forms.

All applications must be received by 12 Noon on Monday 30th November 2020.

It is anticipated that interviews will take place during the week commencing Monday 7th December.

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title:	Distance Learning & Employability Data Administrator
Post Reference:	6315
Reports to	Curriculum Manager - Employability & Community
Department	Employability & Community
Grade	SCP 011 to SCP 013
Contract	Full time 37 Hours
Location	All College Campuses

ROLE PURPOSE

- To provide efficient and effective support to the Distance Learning and Employability (DLE) Team by coordinating and administering all appropriate documentation relating to DLE provision, ensuring compliance with contract requirements, funding agencies and College policies and procedures.
- To support the delivery of an excellent student experience through ensuring the work undertaken within the DLE team is of high quality, accurate and delivered effectively.

KEY ACCOUNTABILITIES

- Take a lead role in ensuring that robust systems are in place for the accurate and timely collation, validation and checking of student data.
- Act as the primary contact for Distance Students regarding registrations and other services and provide guidance regarding program requirements.
- Ensure that full and accurate student data is collated in a timely fashion and that learner files are complete and meet compliance and funding regulations.
- Coordinates and distributes DLE Program information to students.
- Communicate, via telephone / email, important announcements and information to students.
- Coordinate and ensure rigorous compliance across the DLE Team to central quality processes in support of the learner journey.
- Establish, maintain and develop effective administrative systems and procedures to ensure consistency and compliance to standards and quality.
- Monitor the quality of enrolment documentation, contact logs, etc. and follow up problems or issues of non-compliance with relevant staff.
- Track and monitor the completion of contact logs and reviews for all DLE students and ensure they are accurately completed.
- Assist with application & enrolment processes and procedures.
- Work closely with DLE team to ensure data completeness at student and curriculum levels.
- Communicate effectively with DLE staff, Registry and Data and other College staff as appropriate to ensure all queries and discrepancies are investigated and resolved promptly to conform to ESFA guidance.
- Develop and maintain knowledge of funding regulations and ensure that student data fully comply with these requirements, monitoring the quality of paperwork and following up problems or issues of non-compliance.
- Ensuring the operational requirements of college policies / procedures are understood and Implemented by DLE staff.
- Work with the Registry and Data staff, Funding & Compliance Manager, and other colleagues to develop and implement appropriate data validation mechanisms and monitoring of data quality for DLE.
- Work closely with the Funding & ILR Administrator in identifying any issues with data quality as a result of errors generated by DSAT and ensuring that these issues are resolved promptly and efficiently with DLE team.
- Ensure that appropriate quality control systems and procedures are followed in order that an effective service is delivered to students, employers and staff, and that all processes and procedures relating to DLE are clearly documented.
- Assist with the preparation for internal and external audits, ensuring that all learner information is audit compliant.
- Attend appropriate meetings to ensure that student data issues relating to DLE are resolved and provide information, advice and support to colleagues.
- Be the first point of contact for employers, Registry & Data Team and staff involved with DLE, maintaining good customer relationships by providing an efficient and customer focused service.
- Assist the Curriculum Manager-Employability & Community in determining work priorities and ensuring College deadlines are met.

- Co-ordinate information requirements and deadlines issued to DLE teams, ensuring the information is completed and returned as required, in a timely manner and in accordance with College policy.
- Coordinate work flow and promote communication between DLE and other business areas like Registry & Data, MIS, HR, Finance and Student Services.
- Liaise with the Marketing Department to ensure that the College website DLE section is up to date and accurate.
- Advise line manager of any issues as soon as possible and participate in problem solving discussions.
- Deal with the collection and distribution of all outgoing mail.
- Receive incoming telephone calls and ensure all calls are handled efficiently and effectively.
- Provide a high-quality support service to both internal and external clients to meet agreed service standards.
- Assist at College-wide events as required.
- Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the General Data Protection Regulation (GDPR).
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post
- To take appropriate responsibility for the safeguarding and promotion of the welfare of children and/or vulnerable adults.

PERSON SPECIFICATION – Job Title Post Reference:	ASSESSMENT METHOD						
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Qualifications							
NVQ 3 in Customer Service / Business Administration or the willingness to obtain one	★			★	★		
GCSE Maths and English Grade A* - C or equivalent	★			★	★		
Experience							
Previous experience of working in a similar role.	★				★	★	★
Effective liaison with employers and college Staff in identifying and resolving discrepancies	★				★	★	★
Proven administrative support	★				★	★	★
Experience of working to and meeting deadlines	★				★	★	★
Experience in a post 16 college	★				★	★	★
Experience of using the full range of Microsoft Office Software	★				★	★	★
Skills and Understanding							
Knowledge and understanding of the legalities relating to Distance Learning.	★				★	★	★
Knowledge of the ESFA funding and audit regimes.					★	★	★
Possess organisational and time management skills	★				★	★	★
Ability to provide timely and accurate information	★				★	★	★
Ability to analyse and assimilate information quickly	★				★	★	★
Attention to details and high standard of accuracy and commitment to compliance.	★				★	★	★
Ability to identify the root cause of problems and implement solutions	★				★	★	★
Ability to maintain a professional manner in all circumstances	★				★	★	★
Respects confidential nature of work and maintains absolute	★				★	★	★

PERSON SPECIFICATION – Job Title Post Reference:	ASSESSMENT METHOD						
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
confidentiality.							
Ability to work effectively as a member of a team	★				★	★	★
Ability to liaise effectively with employers, staff, students and external agencies as required	★				★	★	★
Ability to multi-task effectively.	★				★	★	★
Prepared to work flexibly according to the needs of the service	★				★	★	★
Personal Attributes							
Suitable to work with children and young people	★			★ Criminal records check via DBS	★		
The ability to communicate at all levels	★				★	★	★
Ability to deal with situations sensitively and with empathy, both face to face and telephone communication	★				★	★	★
Ability to work under pressure	★				★	★	★
Good record of attendance and timekeeping.	★				★	★	★
Able to cope with unexpected situations	★				★	★	★
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	★				★	★	★
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	★				★	★	★
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	★				★	★	★