

JOB DESCRIPTION

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| **Details of the job** | |
| Post title: | ALS Operations Support Officer |
| Salary grade: | BA03 |
| Hours: | 37 |
| Location: | One Angel Square, Northampton |
| Reports to: | Operations and Business Growth Manager |
| Service area: | Adult Learning Service |

**Overall purpose of the post**

Carry out a wide range of administrative processes and procedures relevant to the allocated area of work, this could include, but is not limited to, providing advice and guidance to customers, booking venues, booking exams, processing enrolments, processing Refunds, processing purchase orders, administering learner and staff DBS checks, managing external and internal communication, cross service printing, data inputting.

To work with a range of systems and processes relevant to the area of work, specifically TERMs, to provide a responsive service to internal and external customers. To ensure information is provided in a timely manner to relevant team members to monitor performance.

The post holder will work flexibly across the service to provide support and cover, commensurate with the scale of the role where required within any area of the service.

**Principal responsibilities**

1. Carry out a wide range of administrative processes and procedures relevant to the allocated area of work, this could include, but is not limited to, booking venues, booking exams, processing enrolments, processing purchase orders, administering learner and staff DBS checks, providing advice and guidance to customers.
2. Production of a wide range of both standard and complex reports from information held within various databases; to include analytical, statistical, and funding data. Where appropriate assisting less experienced colleagues in the production of documents to support efficient service delivery.
3. Undertake a wide range of enquires from a range of stakeholders including internal staff, partners and service users.
4. To monitor data input within TERMs and take corrective measures to ensure that information is accurate and up to date. Working and liaising with the MIS and Exams teams in regard to the quality of the data within the system.
5. Develop, manage, and maintain information, using spreadsheets, databases, and corporate systems. Maintain all records in line with the General Data Protection Regulation and NNC retention policies. Produce appropriate reports as required.
6. Proactively support efforts and initiatives aimed at streamlining workflow throughout the Adult Learning Service; to include Identifying and assisting in the development of procedures; sometimes initiating change in order to support service delivery.
7. Participate in team development activities and provide formal assistance, day-to-day monitoring, and support to less experienced colleagues, and support the achievement of individual and team performance development and objectives.
8. Carry out a range of administrative tasks in relation to the functions within the service.
9. Provide cover for the wider service and other administrators during periods of absence, coordinating annual leave.
10. Actively develop and maintain positive and productive working relationships with colleagues and customers.
11. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
12. Ensure that reasonable care is taken at all times for the health, safety and welfare of you and other persons, and to comply with the policies and procedures relating to health and safety within the department.
13. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description.

**This job description reflects the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work. In the interests of effective working, the main accountabilities may be reviewed for time to time to reflect changing service needs and circumstances.**



PERSON SPECIFICATION

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| Post Title: | Operations Support Officer – Adult Learning Service |
| Grade | BA03 |
| Service Area: | Adult Learning Service |

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
| **Education and Qualifications** | Able to demonstrate a good level of general education equivalent to GCSE standard  Hold a Level 2 qualification in English and Maths.  Hold a Level 2 qualification in ICT or equivalent, or willingness to work towards. | Evidence of recent Continuing Professional Development and/or personal learning.  Level 3 qualification in Business Administration |
| **Experience and Knowledge** | Previous Experience of working in a busy office-based role, administrative  or customer service  Reporting, analysing, and representing management information.  Understanding of office organisation and record maintenance  Maintaining and developing  databases and spreadsheets    Sound knowledge of General Data Protection Regulation | Good understanding and experience of business processes  Experience of Education Administration  Knowledge of TERMS    Experience of Crystal Reports    Project Administration  Experience of presenting information to a range of audiences    Experience of coaching others |
| **Ability and Skills** | Ability to problem solve.    Able to work flexibly and as part of a team.    Good written and verbal  communication skills including  telephone skills.  Excellent people skills and an ability to communicate with a wide variety of people.    Advanced IT skills across the Microsoft packages    Accuracy and attention to detail  Ability to maintain confidentiality.    Able to plan and manage workloads effectively including prioritisation and using own initiative.    Willingness to acquire new skills and cope with change.  Ability to identify and respond to changing service requirements. |  | |
| **Equal opportunities** | Ability to demonstrate.  awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  | |
| **Additional Factors** | Ability to travel freely as operationally required between locations in North and West Northamptonshire. |  | |

Disclosure Level Work Type

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| What work type does this role fit into? | Fixed | Flexible | Field | Home |
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| What disclosure level is required for this post? | None | Basic |
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| Standard | Enhanced |
| Enhanced with barred list checks |  |