

Ref: 11-053

**Curriculum Services Systems Adviser**  
**Circa £20,800 - £22,700 per annum**

We are seeking to appoint an organised, proactive and customer focused individual to lead a small team of administrative staff providing support to curriculum areas of study. Working as part of this busy Curriculum Services Department you will also provide support to Curriculum teaching staff in the analysis of data.

The successful candidate will be an experienced administrator who has excellent interpersonal skills and the ability to work to high level of accuracy whilst adhering to deadlines. Educated to at least Level 3 or equivalent and ideally with a relevant qualification in Administration, Business or IT, you will have excellent customer care skills with the ability to present a positive image to both internal and external customers. You will possess excellent IT skills and experience in analysing and interpreting data. You will have a willingness to undertake new challenges and maintain a flexible approach to people and tasks. Some supervisory experience within an administrative or front line service environment would be desirable.

Applications received by 14/02/2012 will receive first consideration. However, applications received after this date may be considered.

Applications, by CV if preferred, should be emailed to [jobline@colchester.ac.uk](mailto:jobline@colchester.ac.uk).

## Vacancy Information

### **Curriculum Services Systems Adviser**

**Job ref: 11-053**

Hours	37 hours per week, 52 weeks per year
Salary	£20,856 - £22695 per annum
Duration	Permanent
Location	Colchester
To apply:	Please complete and return an application form, or send in your CV with covering letter if preferred, by email to <a href="mailto:jobline@colchester.ac.uk">jobline@colchester.ac.uk</a> or by post to Ann Cook, HR Department, Colchester Institute, Sheepen Road, Colchester, Essex, CO3 3LL. In either case, we would be grateful if you could complete and return an equal opportunities monitoring form.

Applications received by 14/02/2012 will receive first consideration. However, applications received after this date may be considered.

**Colchester Institute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

***This post is exempt from the Rehabilitation of Offenders Act 1974. You must therefore disclose all spent and unspent convictions, cautions, reprimands and final warnings. If you are offered the post we will need to obtain a satisfactory Criminal Records Bureau Disclosure for you.***

### **Additional Information**

The College places a strong emphasis on recruiting high quality staff and on supporting continuing professional development for all staff to ensure that they are effective in providing high standards of teaching and learning and in putting customers first.

This post is based within the Curriculum Services department, which provides administrative support to curriculum staff and students at Colchester Institute. The adviser will help the team with the administration of presenting, printing and analysing data in support of the curriculum centre manager's requirements. The successful candidate will lead a team of staff in the provision of an administrative service to three centres of study. The three Curriculum centres of study are Art and Design, Extension Studies, Recreation and Welfare.

## **COLCHESTER INSTITUTE JOB DESCRIPTION**

**Job Title**                      **Curriculum Services Systems Adviser**

**Salary**                              **Points 19 – 22**

**Responsible to**              **Curriculum Services Manager**

### **Overall Responsibilities**

To specialise in supporting all HoCs / CMs in the management/printing, presentation and analysis of their curriculum data to support them. To understand the requirements of the three centres in detail and anticipate their needs. To lead a team of administrative staff in the provision of a flexible, proactive and bespoke service to three centres of study.

### **Duties**

1. To ensure that the support office provides an excellent customer experience.
2. To develop good working relationships with Curriculum centre staff and thus ensure that a proactive service is provided to staff and students.
3. To work closely with the Curriculum Services Manager, HoCs and Funding and Information to provide a support for the printing and analysis of curriculum data to help to relieve the burden of data recording and presentation.
4. To ensure that where required a uniform approach is adopted in each centre and that administrative procedures are carried out to comply with the appropriate funding and inspection body.
5. To have an overview and be able to operate student tracking systems including HE assessment set up and ATS data input.
6. To minute meetings and monitor provision of minute taking by the team
7. To monitor workload and workflow within the Support Office, ensuring work is equitably apportioned and that deadlines are met, advising the Curriculum Services Manager of potential problems and offering solutions.
8. To ensure the Support Office is efficiently staffed, including co-ordination of annual leave, contingency cover and hours of attendance in line with Institute Policies.
9. Working closely with the relevant departments to ensure Institute procedures are implemented, and effective links maintained with other offices across College i.e. Customer Services, HE Operations, Funding and Information.

10. Work to promote and apply the College's Health and Safety, Equality, Diversity, Safeguarding and Child Protection policy and practices.
11. To undertake any other associated duties as determined by the Curriculum Services Manager.

*This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of the Colchester Institute*

## PERSON SPECIFICATION

### Curriculum Services Systems Adviser

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	Essential	Desirable
Qualifications/ Training	<p>Good standard of general education to 'A' level/level 3</p> <p>Relevant Administration, Business or IT Qualification</p>	
Knowledge/ Experience	<p>Experience in handling and using information from databases including analysing, interpreting, explaining and presenting the data ideally using student based systems.</p> <p>Experience of providing a flexible, customer focused administrative service that meets the requirements of internal and external customers</p> <p>Practical experience of minute taking to a high standard</p> <p>Excellent IT experience of producing documents and materials to a high standard of presentation, accuracy and speed, using standardised formats and mail-merge where appropriate.</p> <p>Understanding of Equality and Diversity practices and their implications within the College.</p> <p>Understanding of Safeguarding and Child Protection practices and their importance within the College.</p>	<p>Recent experience of supervising and developing staff in an administrative or front-line service environment</p>
Skills/Abilities	<p>Excellent interpersonal, people management and customer care skills with the ability to present a positive image to internal and external customers</p> <p>Good organisational skills with the ability to prioritise work when under pressure and to maintain a flexible approach to tasks and people</p>	

	<p>Ability to design and develop standard letters and reports for use by the team</p> <p>Ability to work to a high degree of accuracy and meet objectives and deadlines.</p> <p>Willingness to undertake new tasks and adapt to meet the changing requirements of the job and the College</p>	
Special Requirements	Able to work flexibly to meet demands	