



Attendance and Administration Assistant

**Hours of work: Up to 35 hpw to be worked Monday to Friday, College term-time only
A job share may also be considered**

**Salary: Support staff pay spine 14 - £16,000 per annum
Actual salary: £12,865 per annum (35 hpw)**

The Attendance and Administration Assistant is to be proactive in reducing levels of non-attendance at College in order to support the strategic priority of achieving attendance levels of 92%+. The Attendance and Administration Assistant is responsible for ensuring that all parent/carer reported student absence, is logged onto the college Athena register system in an efficient and timely manner. This will also involve making contact with parents/carers where absence has not been reported. In addition, there is a key role in relation to monitoring and reporting any prolonged periods or patterns of student non-attendance, especially for identified vulnerable groups, e.g Free College Meals.

Reporting functions on College attendance will also form a key aspect of this role for relevant managers/staff within the organisation. The successful candidate will be required to undertake an enhanced Disclosure & Barring Service check.

Thank you for showing an interest in our vacancy. To assist you with your application, please find detailed below a list of information contained within this recruitment pack:

Job Description
Person Specification
Information about Portsmouth College
Instructions for your application

If you require any further details about this post, please do not hesitate to contact the College HR Department on (023) 9234 4400

Job Description

Principal Responsibilities / Duties

The Attendance and Administration Assistant is to be proactive in reducing levels of non-attendance to College in order to support the strategic priority of achieving attendance levels of 92%+. The Attendance and Administration Assistant is responsible for ensuring that all parent/carer reported student absence, is logged onto the College Athena register system in an efficient and timely manner. This will also involve making contact with parents/carers where absence has not been reported. In addition, there is a key role in relation to monitoring and reporting any prolonged periods or patterns of student non-attendance, especially for identified vulnerable groups, e.g Free College Meals.

Reporting functions on College attendance will also form a key aspect of this role for relevant managers/staff within the organisation.

Key Accountabilities

The aspects detailed below are the key areas which **the Attendance and Administration Assistant** will be accountable for:

1. Ensuring that all parent/carer reported student absence, by telephone or email, is logged onto the college register system in an efficient and timely manner
2. Responding to parent/carer phone calls/queries post automated non-attendance text being sent after register completion
3. Work closely with the safeguarding team when responding to parent queries of non-attendance
4. Referring any prolonged periods or significant patterns of student absence to the relevant support team, via the Director of Student Services, for intervention
5. Providing any relevant information as requested by relevant staff to discuss student absence concerns
6. Providing an efficient and organised attendance administrative function that assists Room 15 and Progress Mentors to carry out their roles effectively
7. Monitoring the attendance levels of students in receipt of financial/travel support
8. Administration of any relevant attendance paperwork for students in receipt of financial/travel support

Specific Key Responsibilities

1. Effective communication with parents/carers regarding student absence
2. Follow up of any unauthorised absence within 2 working days
3. Ensure that records of student absence are kept and that information regarding long term illness are passed to relevant staff
4. General administration tasks including sending letters, filing and making telephone appointments for relevant staff regarding attendance
5. To monitor the timely completion of class registers and inform the Learning Area Manager / Vice Principal if any are not consistently completed
6. Produce attendance data and report findings for relevant managers/staff, including missing registers
7. Administer letters, such as holiday requests, financial support linked to attendance, etc as well as letters requested by Progress Mentors.
8. Attend Team Around the Student Meetings and other appropriate meetings

Help Desk Duties

1. Rota duty for Room 15 Help Desk
2. To provide outstanding customer service to students, staff, visitors and outside agencies
3. Effectively administer the room 15 processes including bursaries, bus passes, trips and visits, stationary sales, ID cards, the leavers process and other student payments
4. Support the development of appropriate working systems, including the maintenance of secure and confidential records

General

- To provide a high level of customer service to students, staff and visitors
- To fulfil your duty not to discriminate against students or potential students or staff
- To assist in the promotion of positive attitudes towards diversity and foster good relations between different people throughout the organisation
- To comply with the College Equality, Diversity and Inclusion Policy
- To assist in the promotion of positive attitudes towards diversity and foster good relations between different people throughout the organisation
- At all times, challenge students who are not displaying ID badges and ensure appropriate interventions are in place for those who persistently do not adhere to this requirement
- Participate in relevant College quality assurance procedures, including performance review, professional development and the departmental self-assessment review process

- Comply with the College Health and Safety Policy and take responsibility for your own health and safety and that of other users of the College premises
- Any other duties as may be reasonably allocated from time to time by the Principal.

Person Specification – Attendance and Administration Assistant

Listed below is a person specification for this post. Candidates are invited to provide evidence of qualifications, experience, qualities and skills listed.

	Essential	Desirable
Qualifications	English and Maths GCSE at grade C/4 or above or equivalent	Level 3 qualification in an IT or Business/Administration subject
Experience	Experience of working in a busy environment where deadlines and targets have to be met Ability to communicate effectively and confidently with parents / carers, face to face or by phone and email.	Experience of working in post 16 education Knowledge and understanding of safeguarding issues and procedures
Professional knowledge and skills	Good verbal, written and communication skills. Confident in the use of Microsoft Word and Excel Outstanding accuracy and attention to detail	Familiarity with database applications e.g. Microsoft Access, Google Documents
Interpersonal Skills & Attitude	Good customer service skills Ability to relate to students in the 14-19 age group Ability to contribute actively to a team Able to work productively under the direction of the line manager Able to organise own work and show initiative in developing the role	Willingness to participate in training Ability to hit the ground running
Other Attributes	Applicants should be smartly creative, i.e: <ul style="list-style-type: none"> ● Positive and highly student centred ● Enthusiastic about their role and working with 16-25 year olds ● An effective team member who is collaborative ● Self-motivated and show initiative ● Keen to establish the highest possible standards ● Equality and Diversity aware and actively promotes E&D fully ● Imaginative, creative and innovative ● Able to problem solve and stay calm ● Responsive to individual student needs; a good role model for them ● Reliable, professional and trustworthy, and a good college ambassador 	

- Approachable and welcoming to students, parents, colleagues and our community
- Being attentive to your students and colleagues and engaging
- Well organised with very good time management skills
- Willing to participate and share in training, curious and keen to learn
- Self-aware, emotionally intelligent and shows intelligent kindness
- Persistent and conscientious and shows true grit and determination
- Willing to contribute to the broader professional, social and enrichment aspects of College life.
- Set and achieve challenging personal targets
- Have a sense of humour and enjoy their work and encourages fun
- Be prepared to make a contribution to whole college events and activities
- Analytically smart – understands employability skills and entrepreneurship
- Curiously smart – develops new ideas, sees problems to solve
- Resilient, anticipates and prevents problems
- Confident and encourages others to take risks with teaching and learning
- Respectful of our students and colleagues and treats others well

Information about Portsmouth College

At the start of the 2006/7 academic year, Portsmouth College was just beginning a long journey to where we are today. With just over 650 16-18 year old students, a poor profile in the city, facilities much in need of a face-lift and student success rates which left a lot to be desired, things needed to change. Thirteen years on, with the support of a brilliant team of staff and governors, as well as a wide range of great city partners, Portsmouth College has been transformed. This has since been reflected through the recent Solent Regional Area Based Review (ABR) process from which Portsmouth College has emerged as a viable, resilient and robust institution, proudly continuing as an independent, standalone, high quality and innovative sixth form college.

Student Enrolment, Success and Progression

16-19 year old student enrolments are now over 1,400, having literally doubled in the last thirteen years. With recent 15% growth, Portsmouth College is one of the fastest growing colleges in the UK in percentage terms. The College is now the first choice institution for the majority of 16 year olds leaving the city's state secondary schools. It has also begun to draw students in from the private sector, with students from the High School for Girls, Mayville High School and St John's College all now enrolled. It is also beginning to draw students in from farther afield; Fareham, Gosport and Isle of Wight based learners are all now attending.

We are well known for being a College which is filled with positive energy and which has a unique structure of the day: 9.55 am – 4 pm, in two blocks, for all lessons and no trapped time for students. Eight successive years of improvements in results have also played a big part in our growth. Record numbers of level 3 students were successful in their courses last summer and 45% of them achieved A* - B grades or their equivalent. Numbers of students progressing on to Russell Group and other top 30 universities have also increased significantly between 2011 and 2018.

We were graded 'good' in all areas by Ofsted in March 2017. In a glowing report inspectors said that the College was an institution where *'students flourish, become more confident, enjoy their studies and make good progress.'*

A Culture of Innovation

The College has continually sought to innovate over the last twelve years. This has been most obvious in the unique 'Curious and Creative Learning' project which has seen all students, teachers and student-facing support staff receive an iPad. These are being used to transform learning, teaching and assessment at the College.

The devices provide teachers with the technology to make lessons ever more interesting, up to date and engaging. They give students the chance to develop the independent research and

digital literacy skills that are vital to their success at College and in the world beyond, and which are much valued by leading universities and employers. The project continues to genuinely transform the way everyone works at the College. The College has also embraced the need to develop the employability skills of its learners, to help them progress successfully to further study and employment. The 'E6 Programme' provides all students with the opportunity to undertake work experience, volunteering placements, enterprise programmes, get more exercise and sign up for 'PEP' talks. These 'PEP' talks help students prepare for progression to either university or the world of work, with expert outside speakers running workshops. The enterprise programme sees interested students given the chance to develop their own small business ideas and put these into practice. Work experience is being arranged for students with a wide range of employers across the city. Students are also able to volunteer to help in a range of settings, most notably primary school classes, assisting with reading and maths. Students are offering life-changing one-to-one help in these contexts.

The College Sports Academy runs not only the traditional team sports in areas like football, rugby, hockey, netball and basketball, but also a range of exercise classes and individual participation sports such as Zumba, futsal, table-tennis and boxercise. The 'E6 Programme' is designed to equip students with the wider soft skills they need to succeed at university and in work. The programme also complements the work the College is doing with local employers, through the provision of a growing range of apprenticeship frameworks. These are allowing students to 'earn while they learn'; spending four days a week at work and a day a week getting sector-specific qualifications in College.

This culture of innovation enabled Portsmouth College to win an Association of Colleges Beacon Award for the use of Technology in FE, 2017/18, effectively meaning we are the best College using hand-held technology with our students in the country! We were also shortlisted for the Times Educational Supplement Awards in the 'Best Teaching and Learning Initiative' and 'Outstanding Use of Technology', putting us in the top three nationally in both these categories.

Partnership Working

The backbone of the success of the last thirteen years has been the genuine partnership working approach the College has adopted in all that it does. The Principal and all staff have worked hard to meet the needs of the local community whenever and wherever they have been able. The very close working relationship with the city's secondary schools is testament to this.

From simple changes such as holding our interviews in the evenings and at weekends so pupils don't miss lessons, through providing a specialist 'more able' programme for the highest achieving pupils in schools, to running revision workshops for year 11 pupils in the run up to their GCSE exams, the College always seeks to work in harmony with local schools. This work was given national recognition in 2017 when the College came runner up in the Sixth Form Colleges Association Community Impact Award.

More broadly the College is also well represented on a range of bodies, organisations and working parties across the city, it co-operates closely with Portsmouth City Council and is a member of the Portsmouth Education Partnership. It also has excellent relationships with the local authority, elected councillors and both local MPs. The ethos of the College is built around local, effective collaboration and it always seeks to meet the needs of the city.

2005 to 2018 has seen enormous change in the world of post-16 education. This has been more than matched by the changes at Portsmouth College. It is now a thriving institution, woven into the fabric of the city, embracing innovation, continuing to recruit ever more students and delivering better and better outcomes for them. The College now wishes to sustain, consolidate and strengthen its Ofsted grade of 'good' whilst continuously striving for excellence.

Principles of Recruitment

- We aren't afraid to appoint people who are smarter and more knowledgeable than we are.
- We don't recruit people we can't learn from or be challenged by.
- We seek to appoint people who will add to our product *and* our culture.
- We don't recruit people who won't contribute well to both.
- We seek to appoint people who will get things done.
- We don't recruit people who just think about problems.
- We seek to appoint people who are enthusiastic, self-motivated, and passionate.
- We don't recruit people who just want a job.

- We seek to appoint people who inspire and work well with others.
- We don't recruit people who prefer to work alone.
- We seek to appoint people who will grow with your team and with the company.
- We don't recruit people with narrow skill sets or interests.
- We seek to appoint people who are well rounded, with unique interests and talents.
- We don't recruit people who only live to work.
- We seek to appoint people who are ethical and who communicate openly.
- We don't recruit people who are political or manipulative.

Summary of Employment

1. This is a permanent position, hours are up to 35 hours per week, College term-time, to be worked Monday to Friday 9.00 am to 4.30 pm, with a 30 minute unpaid lunch break each day. A job share may also be considered.
2. The salary is paid on the Support Staff pay spine, point 14, currently £16,000 per annum, actual salary for a 35 hours per week position is £12,865 per annum. The salary is paid in 12 equal instalments and is paid monthly directly into a bank or building society account.
3. This is a part-time College term time only position. College term dates differ from schools. College finishes mid-July and the Autumn term commences approximately 21-22 August each year. Half terms always fall in line with local Portsmouth schools. You are not entitled to take holiday during the college terms, you will receive payment for holiday and this will be paid to you in equal instalments over the year.
4. Sick leave is in accordance with the procedures laid down by Portsmouth College.
5. The post holder will automatically become a member of the Local Government Pension Scheme, but will have the opportunity to opt out. Contributions are 5.5% of salary
6. This post is subject to a probationary period of up to six months. We view probation as a supportive process but if performance is not satisfactory it could lead to the termination of the contract.

Instructions for applying

Should you wish to apply for this position, please complete a College application form. This can be downloaded from our website, www.portsmouth-college.ac.uk or alternatively contact the HR Department on 023 9234 4400 for an application form. **C.V.s alone will not be accepted.**

Please return completed applications to the HR Department by: 10.00 am on Monday 16th September 2019

Interviews will take place on the afternoon of Tuesday 24th September 2019.

In addition to a formal interview, applicants will be required to undertake a number of tasks that relate to the role

We strive for equality throughout the College and welcome applications from all individuals regardless of gender, disability, age, ethnicity, sexual orientation or faith. We are committed to safeguarding and promoting the welfare of children and vulnerable adults. The successful applicant will be required to undertake an enhanced Disclosure & Barring Service check.

Portsmouth College is an Equal Opportunities employer and the interview and selection process will reflect this.

If you have any further questions, please do not hesitate to contact the HR Department on 02392 344400.