



EDUCATION TEAM BAYTREE WOMEN'S SERVICE

Job Title:	ACADEMIC ADMINISTRATOR
Hours of Work:	Mondays to Thursdays 21 to 28 hours between 9am and 5pm – exact schedule to be agreed 39 weeks per year; term times only Initially this will be a fixed term contract until December 2024
Responsible for:	N/A
Reports to:	ACADEMIC MANAGER
Salary band:	£29,000 - £32,000 Per Annum Full time Equivalent to be pro rated according to hours worked
Key dates:	Closing date: 22 April 2024 Interviews: We will be conducting rolling interviews meaning we will invite suitable applicants in for interview as they apply.
Application process:	Completed application forms only; no CVs or covering letters. Application forms to be emailed to: recruitment@baytreecentre.org.uk
Eligibility:	This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.

ENVIRONMENT

The Baytree Centre is a social inclusion charity supporting local women and girls in the heart of Brixton.

Inspired by Catholic Social Teaching, we aim to build confidence and self-esteem, promote aspirations, broaden horizons and help our beneficiaries to improve life chances for themselves, their families and their communities. Our programmes include one-to-one coaching and mentoring; Information, Advice and Guidance; education; skills development; and well-being activities.

We believe in inspirational staff. What we do and how we do it are fundamental to ensuring that our beneficiaries will progress and progress well. Pivotal to the success of the Centre's programmes is also the strong and consistent contribution from our committed and active volunteers.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.



ROLE

This role will be a crucial part of Baytree's Adult Education team, which currently consists of an Academic Manager, one other Academic Administrator (who is reducing her working hours after many years of service for Baytree), two ESOL tutors and the Women's Service Director. This new role will work collaboratively with the current Academic Administrator and the rest of the team to ensure the delivery of relevant and high-quality academic, adult education programmes in accordance with secured funding contracts. The primary focus of these roles is to recruit, welcome and guide potential new students through the admissions process and undertake the administrative tasks necessary to ensure the smooth running of the Adult Education department, particularly the planning and delivery of high quality, relevant adult education courses.

KEY DUTIES & RESPONSIBILITIES

Student relationships

- Effectively and efficiently manage incoming enquiries from current and prospective students and internal and third-party referrers
- Provide a friendly and informative first point of contact for current and prospective students and referrers
- Communicate effectively with students in respect of all relevant matters including course allocation, timetabling, attendance etc

Recruitment and Interviews

- Work collaboratively with the Academic Manager to recruit new students via diverse channels to ensure recruitment targets are met including marketing and promotion of courses, attendance at job fairs, open days and events and online promotion of courses
- Create an effective system for organising initial interviews whether by appointment, drop-in, open days or other
- Conduct initial interviews to understand the educational background, personal goals and interests of prospective students
- Accurately and sensitively gather and record information necessary to assess eligibility and suitability for academic programmes, in accordance with secured funding contracts
- Conduct and mark initial assessments and recommend appropriate courses for students
- Collect and record all necessary enrolment data
- Ensure confidentiality and security of personal information

Information, Advice and Guidance

- Provide prospective students with clear and concise information about Baytree's courses and their potential benefits
- In conjunction with team, ensure students are allocated to appropriate courses
- Liaise with accepted students regarding course availability and timetabling
- Signpost/refer applicants who are not eligible for Baytree services to alternative provision
- Build and maintain knowledge and relationships about alternative provision to ensure effective signposting/referrals

Curriculum planning and timetabling

- Develop and communicate to the team a clear picture of the needs of prospective students
- Support the team in collecting and analysing data to inform decisions about timetabling, curriculum planning and future provision



- Support the Academic Manager with the preparation of annual curricula and termly timetables

Administration and data entry

- Promptly and accurately enter all relevant client and other data to Management Information Systems
- Create, maintain and manage class registers
- Manage and maintain waiting lists

Monitoring and evaluation

- Contribute to the collection of quantitative and qualitative feedback from students including via surveys and focus groups
- Maintain and report on key monitoring and evaluation data as and when requested, including: student numbers, attendance, retention and achievement rates

General

- Support and work collaboratively with the Adult Education team on a broad range of tasks including:
 - publicity and outreach work to maintain a flow of prospective students
 - ensuring readiness for visits/audits by relevant third parties (e.g. Ofsted, Local Authority, examining bodies, funders)
 - ensuring that learner feedback and data is collected, monitored and evaluated
 - improving the overall quality and relevance of Baytree's Academic provision
 - ensuring that the Adult Education team delivers against agreed funder and service outcomes and meets the educational, development and well-being needs of participants.
- Actively take part in regular team meetings, one-to-ones and annual appraisals
- Perform such other duties as may be reasonably required by the Academic Manager, Women's Service Director and/or the SMT

STANDARDS AND QUALITY

The postholder will be expected to:

- Encourage best practice and support of procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's Equality, Diversity & Inclusion commitment, Health & Safety Policy, and all other policies, working practices & procedures.
- Set an excellent example in terms of punctuality, manner, attendance, and presentation.
- Apply for an enhanced DBS check.
- Support and demonstrate the cultures and values of the Baytree Centre.
- Provide regular reports to the Service Director on activities against targets.
- Attend regular supervision sessions, staff and other team meetings as required.
- Ensure that beneficiaries' data is kept confidential in compliance with Baytree's policies.
- Undertake all duties that may be reasonably assigned by her Line Manager.
- Ensure all delivery meets the Matrix, Investing in Volunteers and any other quality standards in place from time to time.

PERSON SPECIFICATION

Please see below what we will look for in the successful applicant. Items marked with an 'E' are Essential; those marked with a 'D' are desirable but not essential. Please note that experience, skills, and knowledge need not have been formally obtained or demonstrable through qualifications. We recognise the value of lived experience. If you think that you could do the job and do it well then please apply providing full details of why.

EXPERIENCE

- Experience in a customer facing role (E)
- Experience of working in an education setting (school, college, etc) (E)
- Experience in the voluntary and community sector (D)
- Experience of using Microsoft Office (E)
- Experience of data inputting, understanding, and using information management systems (E)
- Experience of building and nurturing strong and productive working relationships (E)
- Experience of safeguarding (E)
- Experience in delivering Information, Advice and Guidance regarding Education (D)
- Experience working with minority and marginalised groups and with people with limited or no English and/or literacy (E)
- Experience working on commissioned and grant funded programmes (D)

KNOWLEDGE & UNDERSTANDING

- Understanding of issues and barriers facing migrant and low-income women and families (E)
- Knowledge of Lambeth and the local community (or similar areas and communities) (D)
- Knowledge of UK systems including education and employment markets (D)
- Understanding of relevant legislation (Safeguarding; Health & Safety; Equality, Diversity & Inclusion) (D)

SKILLS

- Non-judgemental, patient, friendly and empathetic approach (E)
- Strong interpersonal skills and the ability to deal with a diverse range of people (E)
- Strong level of communication (written and verbal) and listening skills (E)
- Strong organisational skills, including the ability to plan and prioritise own work and manage routine administrative tasks (E)
- Ability to deal with information in a confidential manner (E)
- Fluency in Spanish, Portuguese, Somali, Arabic or another language widely spoken in Lambeth (D)
- Strong attention to detail (E)
- Ability to cope under pressure and accept responsibility to meet goals (E)

KEY COMPETENCIES/BEHAVIOURS

SEEING THE BIGGER PICTURE

Understand the strategic drivers for your area of work. Align activities to contribute to wider organisational priorities. Remain alert to emerging issues and trends which might impact your work area. Seek out and share experiences to develop knowledge of the team's area. Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders.

CHANGING & IMPROVING

Work with others to identify areas for improvement and simplify processes to use fewer resources. Use technology where possible to increase efficiency. Encourage ideas for change from a wide range of sources. Clearly explain the reasons for change to colleagues and how to implement them, supporting individuals with different needs to adapt to change. Encourage an environment where colleagues know that they can challenge decisions and issues safely. Take managed risks by fully considering the varied impacts changes could have on the diverse range of end users.

MAKING EFFECTIVE DECISIONS

Understand own level of responsibility and empower others to make decisions where appropriate. Analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. Display confidence when making difficult decisions, even

if they prove to be unpopular. Consult with others to ensure the potential impacts on end users have been considered. Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks.

LEADERSHIP

Ensure colleagues and stakeholders have a clear understanding of objectives, activities and time-frames. Take into account different individual needs, views, and ideas, championing inclusion and equality of opportunity for all. Consider the impacts of own and team's activities on stakeholders and end users. Role-model commitment and satisfaction with role. Recognise and praise the achievements of others to drive positivity within the team. Effectively manage conflict, misconduct and non-inclusive behaviour, raising with senior managers where appropriate.

COMMUNICATING & INFLUENCING

Communicate in a straightforward, honest and engaging manner, choosing appropriate styles to maximise understanding and impact. Encourage the use of different communication methods, including digital resources and highlight the benefits, including ensuring cost effectiveness. Ensure communication has a clear purpose and takes into account people's individual needs. Share information as appropriate and check understanding. Show positivity and enthusiasm towards work, encouraging others to do the same. Ensure that important messages are communicated with colleagues and stakeholders respectfully, taking into consideration the diversity of interests.

WORKING TOGETHER

Encourage joined up team work within own team and across other groups. Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support. Invest time to develop a common focus and genuine positive team spirit where colleagues feel valued and respect one another. Put in place support for the wellbeing of individuals within the team, including consideration of your own needs. Make it clear to all team members that bullying, harassment and discrimination are unacceptable. Actively seek and consider input of people from diverse backgrounds and perspectives.

DEVELOPING SELF & OTHERS

Proactively identify capability gaps for self and team. Ensure development objectives are set and achieved to address any gaps and enable delivery of current and future work. Take time to coach, mentor and develop other colleagues to support succession planning. Promote inclusiveness by respecting different personal needs in the team and use these to develop others. Reflect on own work, continuously seek and act on feedback to improve own and team's performance.

MANAGING A QUALITY SERVICE

Develop, implement, maintain and review systems and services to ensure delivery of professional excellence. Work with stakeholders to set priorities, objectives and timescales. Successfully deliver high quality outcomes that meet the users' needs and gives value for money. Identify risks and resolve issues efficiently. Involve a diverse range of colleagues, stakeholders and delivery partners in developing suggestions for improvements. Establish ways to find and respond to feedback from users about the services provided.

DELIVERING AT PACE

Show a positive approach to keeping the whole team's efforts focused on the top priorities. Promote a culture of following the appropriate procedures to ensure results are achieved on time whilst still enabling innovation. Ensure the most appropriate resources are available for colleagues to use to do their job effectively. Regularly monitor your own and team's work against milestones ensuring individual needs are considered when setting tasks. Act promptly to reassess workloads and priorities when there are conflicting demands to maintain performance. Allow individuals the space and authority to meet objectives, providing additional support where necessary, whilst keeping overall responsibility.