

Job Title: Team Leader Faculty Administration

Responsible to: Directors of Curriculum & Support

The Team Leader Faculty Administration carries out the duties of a Faculty Administrator as shown below. As such, they have responsibility for the full range of administrative duties in a faculty. Additionally, they are responsible for the smooth running of the Faculty Administration Office and oversight of the work of the team of Faculty Administrators.

Responsibilities of the Team Leader include:

1. Ensuring consistency and efficiency of processes, including the use of the Google Suite, within the working practices of the Faculty Administration team.
2. Ensuring the team complete tasks required in line with whole College processes, for example Progress Review, Parents' Evening and End of Year Exams follow up.
3. Representing the team at Senior Tutor, Director of Curriculum & Support (DoCS), Support Manager and similar meetings.
4. Being the first point of contact for other College teams for example the Directors of Curriculum & Support, MIS, Web Services etc.
5. Working with the DoCS team and the Deputy Principal (Welfare & Progression) to ensure the support offered by the team is effective and develops in line with the changing demands and priorities of the College.
6. Co-ordinating cover for absences in the team, including covering in person as required.
7. Manage the bank of staff for tutorial cover and organising cover when required
8. Training and mentoring new staff in the team.
9. Training and supervising the team as appropriate
10. Ensuring that safety procedures are adhered to in the Office e.g. carrying out departmental risk assessments; making staff aware of generic assessments; ensuring staff receive appropriate training; notifying Estates of portable appliances for testing.
11. Any other duties as may reasonably be directed by the Principal.

General responsibilities of all Faculty Administrators include:

1. Providing full clerical and administrative support for the DoCS and Senior Tutors in one faculty, including managing their diaries.
2. Facilitating and supporting faculty meetings, including preparing agendas and minutes.
3. Supporting the faculty in all aspects of delivering parents' evenings including liaison with parents, students, staff and other College departments, room booking and any other necessary arrangements.
4. Liaising with parents concerning student absences or problems.
5. Recording and monitoring student absences; answering parents/teachers' queries.
6. Providing front line support and advice for the faculty staff, students and parents, dealing

with enquiries both administrative and personal; triage of complex enquiries.

7. Administrating the Parental Portal – forwarding/responding to e-mails, as well as answering queries
8. Assisting with the processing of student applications and references as necessary.
9. Supporting UCAS advisers and Directors of Curriculum & Support as necessary with the administration of student applications to overseas universities.
10. Responsibility for initiating proformas, templates and ensuring the completion of audit trails.
11. Supporting personal tutors with administration and pastoral problems connected with the students in their tutor group.
12. Working closely with Study Support where students are receiving additional support e.g.: setting up review meetings and the associated paperwork. Supporting Study Support when required with calls/emails home.
13. Supporting the other Faculty Administrators to cover for colleagues' absence or during busy periods.
14. Providing support to teachers with curriculum matters, such as chasing up outstanding coursework, contacting parents etc.
15. Prioritising the safeguarding of all students and participating in training on safeguarding matters.
16. Contributing to the elimination of unlawful discrimination, harassment and victimisation; advancing equality of opportunity and fostering good relations between people who share a protected characteristic and those who do not.
17. Any other duties as may reasonably be directed by the Principal.

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Essential Qualities

- Ability to solve problems, offer solutions and commitment to continuous improvement
- Educated to A level or equivalent standard.
- Proficient IT skills including in Word, Excel and Google Suite.
- Proven ability to carry out administrative tasks efficiently.
- Proven ability to communicate effectively (with staff, students and parents) - face to face, on the telephone and by email.
- Effective and supportive team player
- A genuine interest in the welfare of young people.
- Ability to use initiative and respond to the unexpected.
- Emotional resilience to deal with challenging student matters.
- Ability to deal sensitively with confidential issues.
- Able to stay calm under pressure.
- Sense of humour.
- Commitment to the protection and safeguarding of children and vulnerable adults.
- Commitment to meeting the individual needs of each student; to respect diversity, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

Desirable Qualities

- Experience leading or managing a team
- Understanding of post-16 education
- Experience of introducing new processes or working practices
- Experience working with 16-19 year olds.
- ICT qualification such as ECDL or equivalent.