SOUTH ESSEX COLLEGES GROUP

Job Description

Job Title	**Administration Coordinator**
Department	**Management Team**
Reports To	**College Principal**
Grade	**£24,890 per annum**
Location	**Southend Campus**

Job Purpose

The Administration Coordinator will coordinate efficient and effective administrative support to ensure the smooth day-to-day running of the department and contribute to the College's wider objectives. The postholder will manage administrative enquiries, maintain accurate and confidential records, organise meetings and events, and prepare correspondence, reports and other documentation. Working collaboratively with colleagues and external stakeholders, they will prioritise workloads, monitor deadlines and identify opportunities to improve administrative processes, delivering a responsive and professional service in accordance with College policies, safeguarding responsibilities and its commitment to equality and inclusion.

Key Duties and Responsibilities

- Every member of staff is expected to show respect to their colleagues and to understand and adhere to the Group's value of dignity at work; they are also expected to work collegially and to support all the teams with which they have contact in achieving the Group's objectives.
- Any other duty as required by the line manager commensurate with the post.

1. Principal Responsibilities

a) To coordinate efficient and effective administrative support, ensuring that day-to-day processes meet the needs of the department and the College.

b) To maintain accurate records and systems, ensuring that information is complete, up to date and handled confidentially.

c) To work collaboratively with colleagues and stakeholders to coordinate administrative activities and deliver a responsive, professional service.

d) To review administrative processes and identify improvements that support accuracy, consistency and timely completion of work.

2. Duties and Responsibilities

The main duties of the post are to:

2.1 Generic:

a. To make a significant and demonstrable contribution year-on-year to the advancement of college interests.

b. To discharge at all times allocated tasks and responsibilities in a positive, helpful and convivial manner, and to present and provide welcoming, supportive and professional services to all users at all times.

2.2 Specific:

a. To coordinate day-to-day administrative activities, prioritising tasks, monitoring deadlines and escalating issues to the line manager where required.
b. To act as a first point of contact for administrative enquiries, managing shared inboxes, telephone calls and correspondence, and directing queries appropriately.
c. To organise meetings, appointments and events, including diary coordination, room bookings, preparation of papers, taking minutes and monitoring agreed actions.
d. To liaise with College departments and external contacts to obtain information, resolve routine queries and support the timely completion of administrative processes.
e. To maintain electronic and paper records, databases and filing systems, checking the accuracy of information and ensuring that documents are stored securely.
f. To promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with College policy.
g. To prepare correspondence, reports, spreadsheets and other documents, collate information and maintain trackers to support service monitoring and quality improvement.
h. To ensure compliance with College policies and procedures, including confidentiality, data protection, IT security, equality and diversity, and health, safety and welfare.
i. To support colleagues with administrative systems and agreed procedures, share information and provide cover for essential administrative activities as required.
j. To take appropriate responsibility for the safeguarding and promotion of the welfare of young people and/or vulnerable adults.
k. To attend team meetings and other meetings as determined by the line manager, and contribute to the improvement of administrative services.
l. To undertake other duties reasonably commensurate with the role as required by the line manager or the Principal and Chief Executive.

Our Culture and Core Values

Our Culture and Core Values Our culture defines who we are and how we work. It shapes the way we teach, learn, and grow together - as professionals, learners, and members of our community.

- We are a community of professionals, inspiring our learners to be extraordinary.
- We set high standards and lead by example. Through passion, creativity, and expertise, we empower learners to achieve more than they ever thought possible.
- We are accepting and encouraging of all who come through our doors. Inclusion is at the heart of our identity.
- We celebrate individuality, welcome diversity, and create a safe, supportive environment where everyone belongs.
- Stimulated by modernity, we are diverse in thought, identity, and aspiration. We embrace innovation and forward-thinking ideas. Our differences make us stronger, and our shared ambition drives progress and transformation.
- We are powerful and ambitious - as individuals and together.
- We believe in the power of potential. By nurturing talent, celebrating success, and challenging ourselves, we grow stronger as a united community.
- We build resilience through tough love and support. We believe that challenge builds character. Our approach balances care with high expectations, ensuring that both our learners and staff have the resilience to thrive in every situation.

Every action we take - in the classroom, in our communities, and in our partnerships - reflects these values. Together, we are shaping a culture of excellence, inclusion, and transformation.

Equality, Diversity & Inclusion

We are committed to creating and promoting a diverse and inclusive workforce that better reflects the wider community we support. We particularly welcome applicants from groups currently under represented in senior roles, including Black, Asian and Minority Ethnic (BAME), people with disabilities and people from the LGBTQ community.

Safeguarding of Children and Vulnerable Adults

The Group is committed to safeguarding and promoting the welfare of all learners. We expect everyone working for the Group to share this commitment. All posts in the College are subject to an Enhanced DBS check and where appropriate a barred person's list check.

NB: The purpose of the job description is to indicate the general level of responsibility of the position. It is not designed to be an exhaustive list. The duties may vary from time to time without changing their general character or level of responsibility.

Person Specification

It is expected that the successful candidate will be able to demonstrate the following competencies and qualities. These will be tested and assessed by application, selection test and a panel interview:

Qualifications	Essential/ Desirable	Tested
Level 3 qualification in business administration or a related subject, or equivalent relevant professional experience.	E	A
Relevant IT qualification, or equivalent.	E	A
Commitment to continuing professional development.	E	A
Background & Experience		
At least two years' experience of providing administrative support in a busy office or service environment.	E	A/I
Experience of coordinating meetings, diaries, events and administrative deadlines.	D	A/I
Experience of using Microsoft Office applications, including Word, Excel and Outlook, and maintaining accurate electronic records or databases.	E	A/I
Experience of working in further or higher education.	D	A/I
Knowledge and Experience		
Knowledge of effective office administration, record keeping and document management procedure.	E	A/I
Understanding of confidentiality, data protection and the secure handling of personal information.	E	A/I/P
Ability to use administrative systems and spreadsheets to collate information, maintain trackers and produce reports.	E	A/I/P
Excellent verbal and written communication skills, with accuracy in correspondence and documentation.	E	A/I
Excellent organisational and time management skills, with the ability to prioritise competing tasks and meet deadlines.	E	A/I
Skills and Abilities - The successful candidate should be able to offer evidence of appropriate skills and competencies aligned to the College values:		
PARTNERSHIPS: Being pro-active and customer focussed with the ability to motivate and support colleagues in a team environment	E	A/I
RESPECT: Being a considerate team worker, polite in all communication, highly self-motivated, adaptable, flexible and a fast learner.	E	A/I
OUTSTANDING: Ability to think creatively when faced with operational challenges	E	A/I
UNITED: Ability to work within a team and across College to achieve the College Aims and Goals.	E	A/I
DETERMINED: ability to work to deadlines with a perseverance to succeed.	E	A/I

Key to test Methods: A = Application I = interview P = Practical test

This job description and person specification is current at the date of issue. Changing organisational needs may require the job description to change, within reason, after prior consultation with the post holder.

Review Details	
Job Title	**Administration Coordinator**
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Date Issued to Employee by Line Manager	**N/A**
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