

JOB DESCRIPTION

Job Title:	Chaplaincy Administrator
Grade:	G
Responsible to:	Director of Student Services

Job Purpose:

The provision of administrative, information and reception support for the Chaplaincy team. The post holder will be based at Penryn but will be flexible as will be required to work at both the Penryn and Falmouth campuses, and provide support within the Chaplaincy and other associated areas as required.

It is a requirement of the post to be flexible with working hours to ensure services are fully operational including some requirement to work evenings and weekends, on a rota with notice. This role is primarily based at the Penryn Campus.

Main Duties and Responsibilities:

To provide the first point of contact for all users and visitors coming to the Chaplaincy at Penryn and Falmouth, responding in a timely and efficient manner to all enquires made in person, by telephone or email whilst working on the reception as required.

To demonstrate a strong customer focused attitude at all times and adopt a flexible approach to service provision, being clear, assertive and patient in communication with all enquirers. Understand and be sensitive to cultural differences within our student communities.

To respond accurately to enquiries, referring service users to appropriate teams/ departments or other agencies, and/or information sources, knowing when to seek the assistance of line manager or other colleagues, and ensuring essential information is communicated promptly and accurately.

To be fully conversant with policies and procedures as relate to the area and be able to explain complex information, team inter-relation and relevance confidently, and accurately.

To use initiative to cope with situations which require high resilience while abiding by agreed policies and procedures, responding to angry or distressed clients in an appropriate and sensitive manner.

Ensure matters of a critical nature are immediately escalated to the appropriate person within the service or campus team.

To promote team working and the sharing of good practice within Student Services and to colleagues in associated areas.

To accurately undertake data entry and management, word processing and other administrative duties for Chaplaincy staff as required. To maintain an effective, confidential filing system for hard copy and electronic material for the Chaplaincy team as required.

To gather usage/interaction data for monitoring purposes and assist the Chaplain in collating information, producing charts, schedules and statistics for reports as required

To book appointments and rooms for the Chaplaincy as required.

To sort and prioritise all post and incoming mail, attending to business as advised and directed.

To attend meetings and occasionally produce notes from meetings.

To work closely with the Chaplaincy staff to update and review promotional, newsletters and other service material such as the Frequently Asked Questions (to be introduced summer 2012) on the Academic and Student Support Services website.

To support promotional work for the Chaplaincy, and other associated areas, across key activities such as open days, move in weekends etc.

To provide input to the continuous improvement of the service by identifying opportunities for more effective working practices within the Chaplaincy and other associated areas.

To contribute to process review, process change and improvement initiative, and contribute to wider Chaplaincy reviews and operational enhancements as required.

To understand and maintain student confidentiality as necessary.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions.

They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Student Support Services Administrator

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Educated to Higher National Qualification standard or possessing demonstrable administrative experience	Graduate or equivalent experience
Experience / Knowledge	<p>Demonstrable administrative experience in a University or large complex organisation</p> <p>Experience in a high-volume customer service environment</p> <p>Excellent IT skills with a good working knowledge of Microsoft Office and online databases; experience of using these in an administrative environment.</p> <p>Experience of working with young and vulnerable people</p>	<p>Understanding of the Higher Education Environment</p> <p>Experience of working in a student focused environment</p> <p>Experience of effectively imparting complex information</p> <p>Knowledge of or experience working in a religious/spiritual context.</p>
Skills / Personal Requirements	<p>Excellent communication and influencing skills in dealing with a diverse range of people / situations</p> <p>A methodical approach; an aptitude for accuracy and attention to detail</p> <p>The ability to prioritise workload in a busy office environment is essential and to work unsupervised and on own initiative as well as to work proactively as part of the team</p> <p>Ability to quickly assimilate complex information and impart accurately</p> <p>The ability to stay calm and confident in difficult or pressurised situations</p> <p>Ability to work effectively with staff at all levels and to clearly communicate departmental requirements, whilst</p>	<p>Ability to work independently, of developing systems and finding solutions to operational issues</p> <p>Ability to work across different departments for positive effect</p>

	<p>understanding and empathising with others requirements and needs to build good relationships</p> <p>Confident, enthusiastic and positive approach</p> <p>A good understanding of the importance of confidentiality, sensitivity, integrity and versatility</p> <p>Commitment to seeking constant improvement in service provision and excellent commitment to customer care</p> <p>Willingness to learn new skills and be adaptable to change</p> <p>Ability to review internal processes and make recommendations for improvement</p> <p>A commitment to your own continuous professional development and identification of training needs</p> <p>The ability to travel to and work from other locations if required</p> <p>The ability to work evenings and weekends as required</p> <p>Interest in or sympathy with the religious/spiritual context.</p>	
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