

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Administrator
Grade	PS5	Reports to (role title)	Senior Administrator
		Directorate / School	Childrens, Families & Lifelong Learning
JE Band	161-191	Service / Department	Surrey Adult Learning
		Date Role Profile was created	Apr-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a comprehensive administration support service covering all aspects of business administration to ensure the efficient operation of the service.</p> <p>To operate effective customer care and administrative procedures that allow for course programme delivery to meet the Surrey Adult Learning's standards and learner expectations, including updating and maintaining learner and staff records.</p> <p>To provide support to tutors and the senior management team as required.</p> <p>To support managers with recruitment and personnel administration where required.</p> <p>Support the finance function through creation of creating orders for supplies and processing invoices.</p> <p>To give high quality impartial information, advice and guidance to support all learners achieve their career aspirations and fulfil their potential.</p> <p>To share SAL's commitment to the safeguarding and welfare of all learners by actively following SAL's safeguarding policy and procedures including your responsibilities to report all concerns and disclosures.</p>
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Work Context

Surrey Adult Learning has seven dedicated centres in Surrey. It delivers 800 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community. Delivery takes place in centres, external venues and on-line.

There are three main teams that make up Surrey Adult Learning:

Curriculum & Learning who are responsible for curriculum planning and delivery, quality improvement, marketing and the provision of an extensive course offer and the management of tutors and supported learning assistants employed in the service.

Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes.

Business Finance & IT who look after the finances of the service, management of information systems, and the provision of technology associated with learning and the examinations office.

The role holder may be asked to provide absence cover at any of the Adult Learning Centres occasionally.

Line management responsibility
if applicable

n/a

Budget responsibility
if applicable

n/a

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Service Development

- Support and contribute where appropriate to the management or ongoing development of the service.
- Raise awareness of the service by supporting relevant public relations activities.

Planning & Organising

- Plan, organise and deliver allocated activities within agreed processes and frameworks.

Finance/Resource Management

- May provide or support the delivery of chargeable services.

Work with others

- Provide advice and guidance to members of the public on specialist services.

People Management

- Assist in the induction of new staff and by sharing expertise and knowledge within the team.
- May be required to supervise volunteer and work placements.

Analysis, Reporting & Documentation

- Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information.
- Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe

	<p>working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Demonstrable numeracy and written communication skills.</p> <p>Experience of delivering customer care to a wide range of users and of working in a high volume data processing environment.</p> <p>Administrative experience in an adult learning centre or similar environment.</p> <p>Ability to work effectively under pressure and gain support and commitment.</p> <p>Ability to develop supportive relationships with colleagues across the service.</p> <p>Knowledge of safeguarding where vulnerable adults may be enrolling on programmes.</p> <p>Ability and willingness to travel to the 7 centres across west Surrey.</p> <p>DBS Check required.</p>
Role Summary	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>

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