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# **JOB DESCRIPTION**

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| **JOB TITLE:** | Information Services Assistants (Temporary) |
| **RESPONSIBLE TO:** | Student Records Team Leader |
| **JOB PURPOSE:** | To assist with the collection and recording of student data for the college’s learner records system |
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**MAJOR RESPONSIBILITIES:**

* To be part of the Information Services team ensuring the accurate collection and recording of student data onto the college’s learner records systems.
* To maintain the high quality of learner data.
* To provide excellent customer service to everyone, including college students, staff and prospective students.
* To respect confidentiality and work with due regard for data protection legislation
* To undertake other duties as may be reasonably required, at the initial place of work or at other locations.
* Be committed to equal opportunities, customer care and quality assurance.

This is a temporary, variable hours post with hours to be agreed with the team leader.

**Post-holders must be available week commencing 18th August until 29th August 2025, although further hours may be available after this date.**

## **PERSON SPECIFICATION**

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| QUALIFICATIONS/ ATTAINMENTS |  |
| The successful candidate should have: |  |
| Formal qualification at least Level 2 | Essential |
| Good communication skills | Essential |
| * Listening * Talking * Non-verbal/body language |  |
| Evidence of CPD | Desirable |
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| TRAINING/ EXPERIENCE/ KNOWLEDGE |  |
| The successful candidate should have: |  |
| Experience of effective team working  Experience of maintaining database records accurately and efficiently  Knowledge of Equality and Diversity issues | Essential  Essential  Essential |
| Experience of working in a college environment | Desirable |
| Experience of dealing with customers face to face | Desirable |
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| PERSONAL SKILLS/ ATTITUDES |  |
| The successful candidate should have: |  |
| Good Communication and interpersonal skills | Essential |
| Confidence in dealing with people from all “walks of life” | Essential |
| Calm and patient manner | Essential |
| Willingness to work flexibly within given hours of work | Essential |
| Be committed to equal opportunities, customer care and quality assurance | Essential |
| Good administrative skills | Essential |
| Logical approach to problem solving | Desirable |
| Competent user of the full range of Microsoft Office Applications | Desirable |
| Good telephone manner  Excellent keyboard skills | Desirable  Essential |