

Business Support Office Manager

Department: Children, Young People, Education and Skills

Division: Highlands College

Reports to: Head of Facilities – Highlands College

JE Reference: CYP1032

Grade: CS09

JE Date: 20/4/2020

Job purpose

To lead a structured central administration team, in order to manage and coordinate all internal and external administration processes to support the core business function of Highlands College.

This is an essential role which is key to managing workflow to ensure that the team provide an effective and efficient professional service to the college's eleven curriculum departments and twelve cross-college departments. Develop processes to create services that meet the needs of the college in consultation with department heads.

Job specific outcomes

Responsible for day to day management of the central administration team, managing workflow and work allocation in a timely manner.

Take ownership for the quality and consistency of service provided by the central business services team, including the production of professional level documentation, which adhere to brand guidelines, following policy / procedure where required and are legal/GDPR compliant.

Engage with the department heads in order to continually streamline processes, plan administrative activities to ensure they are aligned to the curriculum area, and maintain effective communication, in order to provide a consistently high-quality level of service across all college departments.

Ensure compliance with college values, business ethics and policies and procedures.

Oversee key college events which require support as identified in the cross college calendar.

Identify a suitable Project lead from within the central administration team, to work in partnership with the relevant department head to address forward planning, resource, risk assessment/consent if required for off site trips, and support with internal/external communications.

Facilitate effective communication regarding the provision of administrative support services across college, and adoption of a partnership approach to maintain a positive and engaging working relationship, across all college departments.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	Educated to degree level, preferably in a management-related discipline.	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	Significant professional experience as a manager.	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	Knowledge of Microsoft Office suite of programmes.	Office 365 Supply Jersey
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong and focused leadership with a collaborative approach.</p> <p>Ability to think strategically, analyse, plan and problem solve.</p> <p>Decision maker who can work to tight deadlines without compromising quality of work.</p> <p>Well-organised, flexible in mind and pro-active with a 'can do' attitude.</p>	<p>Use innovative and creative ways to solve a wide range of issues; applying a commercial approach to problem solving.</p> <p>Utilise available information from a range of sources to make informed, effective decisions to drive operational performance</p>

	Excellent written/oral communication skills with a diverse mix of groups and individuals.	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience of leading and inspiring confidence in a team.</p> <p>Management of busy day-to-day team operations through a structured, controlled, consistent daily, weekly and monthly performance management framework.</p>	<p>Experience in the delivery and on-going support of customer centric business support functions</p>

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.