

CYPES Business Support and Admissions Officer

Department: CYPES

Division: Business Transformation

Reports to: Administration Manager

JE Ref: CYP1043

Grade: 7

JE Date: 7/10/2021

Job purpose

Provide business and project management support to help develop, structure and govern complex change and improvement related projects and initiatives across the CYPES Department.

Support the effective and efficient implementation of Educational policies and processes, in particular Admissions and account management.

Job specific responsibilities

- Provide operational support across the Department
- Support the coordination of internal resources to ensure business support is effectively delivered across CYPES
- To support the development and enhancement of business support services within different teams in CYPES, ensuring the delivery of support is consistent, customer focussed, effective and efficient
- Ensure resource availability and allocation is aligned to business support objectives
- Report and escalate to management as needed
- Manage the relationship with Government of Jersey clients and stakeholders, including third-party vendors. An example will be to manage the relationships for the Education / School Management Information System
- Effective management of Government of Jersey systems i.e. Supply Jersey, SIMS
- Ensure Education Admission policies are followed and applied appropriately
- To ensure CYPES policies are kept up-to-date and made available on Gov.je
- To provide updates on the intranet, internet and social media as required
- Administer processes to ensure Admissions and Transfers to schools are managed effectively
- Escalate exceptions to the Admissions policy
- Manage documentation relevant to and relating to Admissions processes
- Liaise with key stakeholders i.e. School staff, Headteachers, Customers, to ensure a high standard of customer care is always adhered to
- Adhering to and complying with GoJ relevant and appropriate policies i.e. Immigration
- Identifying inefficiencies in processes and apply solutions and improvements to address these
- Provide financial information to the budget holder
- Ensure that the Financial Directives are adhered to
- Manage effectively invoices and accounts
- Perform other duties commensurate with the grading of the post, as required

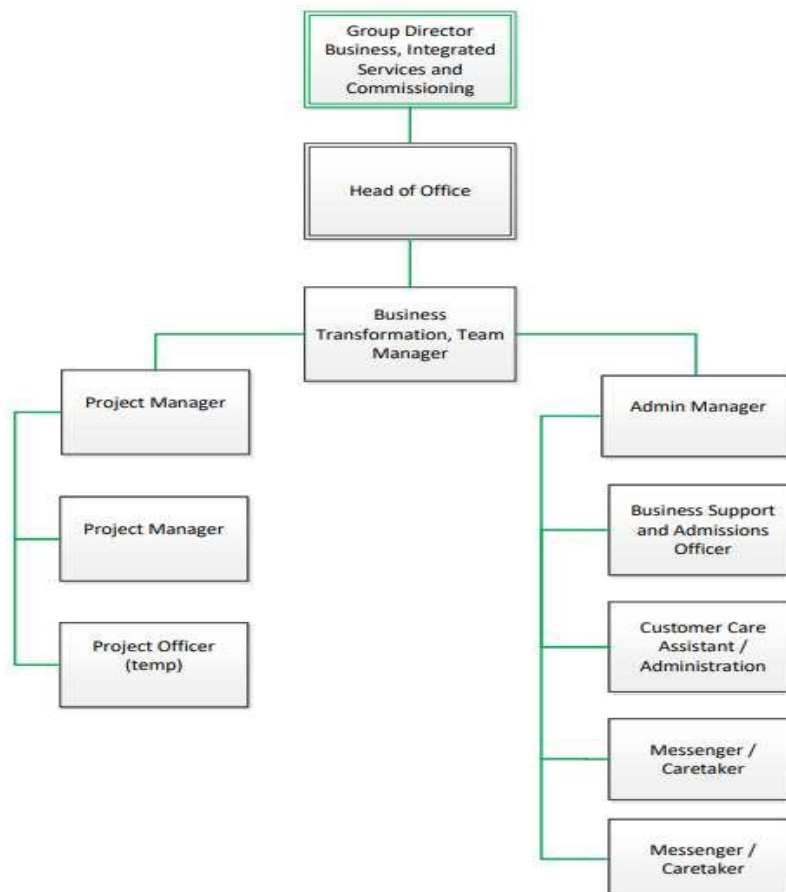
Statutory responsibilities

There are no specific statutory responsibilities directly associated with this role. However, the postholder may be expected to support the management of projects which enable the successful fulfilment of statutory duties.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	<ul style="list-style-type: none"> 5 – GCSEs 	<ul style="list-style-type: none"> Qualifications related to project management (e.g. PRINCE2 or equivalent) or Office Management
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>	<ul style="list-style-type: none"> Be able to able to operate across a number of systems. Be able to deal with a number of requests in a planned and organised way. Be able to carry out established and continuing activities. 	<ul style="list-style-type: none"> Knowledge of Government of Jersey and CYPES services and functions
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	<ul style="list-style-type: none"> Have used computer systems to enter data and retrieve data. Proficient in using computer applications e.g. Microsoft Office. Attention to detail and ability to record information accurately with minimum supervision. Frequent contact with others but primarily for the purpose of giving and receiving information. 	<ul style="list-style-type: none"> Technical experience with project development, management or support, preferably in relation to change and improvement
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>	<ul style="list-style-type: none"> Able to accurately record information and data Organised and self-motivated. Communicate effectively with customers to request or transmit information, ask questions, get clarification, exercise tact etc. Previous experience of working to deadlines 	
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>	<ul style="list-style-type: none"> Practical relevant work experience in the provision of administrative support Ability to manage own time in a fast-paced environment Accuracy and attention to detail, coupled with the ability to spot errors and use a common-sense approach to workload. 	

Personal Attributes

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 6 core accountabilities attributes and behaviour indicators.