



Falkland Islands Government – Job Description

Job Title:	Office Manager		
Department:	Education	Section:	Falkland College
Reports to:	College Manager		
Grade:	F	Job Code:	2520M1

Overall Purpose of the Role

To administer the day-to-day operations of Falkland College and provide an effective, high level of administrative support. To administer the College's courses and student enrolments and plant operating certificates (POC Cards).

Key Role Activities:

- ❖ Provide efficient and effective administrative support
 - a. Dealing with incoming course enquiries; correspondence; calendar bookings etc.
 - b. Greet students and visitors at Reception as required
 - c. Organise travel and meeting arrangements for visiting overseas parties such as External Verifiers etc
 - d. Pass Falkland College leave, sickness and timesheets to Education Office weekly
 - e. Administer stationery and office supplies for the College, SHIELD and the Community Library.
 - f. Assist in preparation for year-end, and internal and external audits.
- ❖ Administer student and course data for all courses delivered by Falkland College (e.g. NVQs, GCSEs, Functional Skills, ESOL etc.)
 - a. Add new courses and course dates to the Maytas database as requested by teachers, the Quality Assurance Co-ordinator and the College Manager
 - b. Enter students' details into the College's Maytas database from enrolment forms.
 - c. Ensure all data is complete and accurate, resolve duplicate entries
 - d. Design and review forms to ensure that data is captured correctly
 - e. Generate student Unique Learning Numbers from the English Learning Records Service
 - f. Take payments for courses where required, work with Finance role to ensure any debtors identified and followed up
 - g. Ensure course information is sent to students in a timely manner
 - h. Process changes on Maytas if students change courses or withdraw.
 - i. Add student results on College delivered courses to the database (e.g. NVQs, GCSEs, ESOL)
 - j. Run reports for College staff as required
- ❖ Be the Education Department's super user for the English Learner Records Service
- ❖ Register FIG employees onto Highspeed courses and share course logon information with candidates.
- ❖ Organise the Plant Operator Certificate Scheme, assure that all assessment paperwork meets required quality level, issue POC cards in a timely manner and maintain POC records on Maytas.
- ❖ Administer room bookings for College rooms and ensure that rooms are prepared for use



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Key Role Activities:	
❖ Liaise with Exams in relation to Exam procedures, records and system. Act as an exam invigilator when required. Cover Examinations Officer if absent ❖ Manage the preparation of the college course calendar and prospectus. Prepare the Course Calendar and prospectus and ensure these receive appropriate publicity, through advertising, email correspondence and the Falkland College website ❖ Administer Falkland College's complaints, compliments and comments register and send updates to Education Office as required. The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.	
Criminal Record Checks	
Falkland Islands Education is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We follow safer recruitment practices, and potential employees will be required to undergo pre-employment checks. Posts are subject to satisfactory checks and references. This post is a "sensitive" post. All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s). Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.	



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Person Specification:	College Office Manager		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
Minimum of 5 years' experience in office administration	✓		A
Strong communication skills, verbally and in writing	✓		A/I
Excellent customer service skills	✓		A/I/R
Computer literate, with strong skills with Microsoft Word and Outlook and intermediate skills in Excel.	✓		A/O/R
Good problem solving and numeracy skills	✓		I/O/R
Able to prioritise tasks and to work independently to meet deadlines	✓		I/R
Ability to deal effectively and sensitively with people who have social or learning difficulties.	✓		I/R
Strong inter-personal skills	✓		I/R
Experience of report writing		✓	A/I/R
Personal Attributes			
Methodical and accurate, with a good attention to detail	✓		A
Self-motivated, with a "can-do", flexible approach	✓		A
Discreet and confidential	✓		A
Enjoys working in a team and independently	✓		A
Well-organised and logical thinker	✓		A
Qualifications/Professional Membership:			
NVQ level 3 in Business Administration or equivalent level of work experience.	✓		A
5 GCSEs or equivalent at grade 4/C or above, including English Language.	✓		A
A current valid manual driving licence	✓		A
Equivalent combinations of educational qualifications and career experience will be considered			
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment: A - Application Form I - Selection Interview O – Other R – Reference