

Curriculum Administrator	
Reporting to:	Curriculum Manager/Director
Working hours:	37.5 hours per week, 08.30 to 17:00 Monday to Friday
Salary band:	S3 points 14-20 (£22,723 - £27,223)
Annual leave:	26 electable days plus bank holidays and up to 5 efficiency days (pro rata)

### Job Purpose

To provide comprehensive and proactive administrative support for a designated curriculum area at Plumpton College, ensuring the smooth and efficient coordination of day-to-day operations, tasks, and communications, as directed by the Curriculum Manager /Director of Curriculum.

This role will also involve contributing to wider college initiatives by supporting cross-college activities and projects, as guided by the Personal Assistant to the Vice Principal for Curriculum, to help ensure consistency and high standards across all areas of the curriculum.

### Duties and responsibilities of the job

a.	Act as the main point of contact for parents regarding course-specific enquiries, taking full ownership of requests and ensuring timely, professional responses.
b.	Communicate with teaching staff regarding student absences and make follow-up calls home to support attendance monitoring and early intervention.
c.	Monitor and track student concerns using ProMonitor, ensuring accurate and up-to-date logging of information to support student welfare and academic progress.
d.	Ensure Student SMART targets are completed by teaching staff within agreed timeframes, following up where necessary.
e.	Download and distribute weekly attendance reports to Cohort Leads and provide further support with attendance tracking as needed.
f.	Handle follow-up queries from parents via phone or email, always maintaining a helpful and professional tone.
g.	Provide regular feedback to Cohort Leads, Programme Managers or Curriculum Managers/Directors regarding emerging student issues, contributing to timely and effective resolution.
h.	Deliver difficult or sensitive information over the phone with discretion, empathy, and professionalism.
i.	Work collaboratively within the wider Curriculum Administrator Team to ensure all shared tasks and enquiries are completed efficiently, ensuring no communications are missed.

j. Provide general administrative support as directed, continually seeking smarter and more efficient ways of working, and collaborating effectively with teams across the College.
k. Maintain accurate, audit-ready records in line with college policies and quality assurance standards.
l. Support the PA team in organising and delivering cross-college events as required.
m. Prepare and organise all necessary documentation for external trips, ensuring that relevant information is communicated clearly and professionally to students and parents in advance.
n. Undertake any other duties appropriate to the role, as directed by the line manager or Senior Management Team (SMT).

### Quality Improvement

a. To ensure that all decisions and actions are made at the appropriate level within the College.
b. To work to ensure continuous quality improvement and service excellence. To contribute towards achievement and maintenance of relevant quality standards.

### Continuous Professional Development

a. Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice.
b. Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance student experience.

### Qualifications / Skills / Knowledge / Qualities

It is crucial that the successful candidate shares our learner-focussed values, equality of opportunity and parity of esteem for staff and learners.

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential criteria for the post
a. Experience in a high-volume customer service-related environment, with demonstrable commitment to providing excellent customer service
b. Proven experience of achievement of target-focussed outcomes in a busy office environment
c. Previous experience handling and processing confidential / sensitive information
d. Team working skills

e. Excellent communication, persuasive powers, decision-making and tenacity
f. Experience of organising a busy workload including managing conflicting priorities to meet deadlines
g. Flexible approach to work hours to meet the College needs
h. Excellent IT skills including Microsoft office (Teams, Outlook, Excel, Outlook, PowerPoint)
i. Adaptable and flexible, with the ability to learn new skills quickly
j. Confident in diary management

## CONDITIONS OF EMPLOYMENT

### Working Hours

Working hours are 08.30 to 17:00 Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all-year-round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

### Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays, and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

### Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed, and booked with your Line Manager.

### Benefits

The candidate appointed to the post will automatically become a member of the Local Government Pension Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

### Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation, or political or religious beliefs.

### Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.