



JOB DESCRIPTION

Job Title: MIS Co-ordinator

Responsible to: MIS Officer

Responsible for:

Job purpose: Provide a comprehensive range of activities to support student and programme-centred administration including the validation and processing of data collected from a variety of sources

Provide effective and responsive support service to curriculum areas of the College in the management of curriculum data and in the tracking and analysis of the use of data and systems

Key Responsibilities:

- **Data**

Input and maintain learner information on the student records system (ProSolution) in an accurate and timely way to ensure a continual match between documentation and computerised records. To include (but not limited to):

- a. Enrolment/Learner Agreement forms
- b. Fees
- c. Learner Agreement Amendment forms
- d. Achievement

Work closely with the Assistant Principals and the curriculum teams in supporting teaching and learning through assistance with processes such as exam entries, Timetabling, Registers, enrolments and withdrawals.

Ensure registers are available for all college courses. This covers e-registers and manual registers and entails:

- a. Issuing registers to offsite locations and any main site teams still not on e-registers
- b. Control log maintenance
- c. Monitoring the maintenance of e-registers
- d. Ensuring the routine audit of manual registers takes place every half term
- e. The tracking and storage of completed registers

Liaise with staff to address and resolve register queries.

Assist the MIS Officer with the gathering, collating and validating of audit evidence.

Provide support on the use of ProAchieve for curriculum area staff to monitor achievement, retention and passes.

Provide subject specific and timely course and fee information to customers as required.

Ensure that courses are timetabled in accordance with the delivery learning hours, as detailed in the
College
Curriculum plan and Course set up.

Operating an adhoc booking service to allocate rooms for meetings, interviews and external events.

- **Reporting**

Identify and produce reports based on Registers data to perform validation and audit checks and ensure the accuracy and integrity of the data.

Run weekly attendance and punctuality reports to inform tutors and Curriculum Managers of current learner absences.

Run weekly unmarked register reports and send to tutors to identify which registers require marking.

- **Funding and Curriculum**

Assist the MIS Officer in the planning, creation and maintenance of the curriculum offer.

Maintain knowledge and understanding of the student records system (Pro Solution), funding methodology, ILR rules and regulations, data processing and any other appropriate training, as required.

- **Cross College**

Participate in the enrolment process, including dealing with enquiries from students, advising on fees and course availability and collecting payments in accordance with College Cash Handling procedures.

Develop good working relationships with Curriculum staff and ensure that a proactive data service is provided to staff and students.

Responding to all queries efficiently and effectively, displaying excellent customer service skills and maintaining a 'can do' attitude at all times.

Work flexibly as part of the MIS Department, including supporting its examinations function if and when required.

Work closely with the Estates team to provide effective response to ongoing rooming requirements, resolving
issues speedily and effectively.

Provide training for staff on Timetabling and Register procedures as required.

- **General**

Maintain effective and secure electronic and manual filing and retrieval systems which enable

accurate and up to date information to be accessed quickly and easily.

Advise line manager of any issues as soon as possible and participate in problem solving discussions.

Specific Duties

- Undertake staff development as appropriate to ensure professional development remains current
- Ensure that the College policies on Health and Safety are fully implemented
- Observe and implement the College's Equal Opportunity Policy
- Have responsibility for promoting and safeguarding the welfare of the young people that you are responsible for, or come into contact with.

General Duties

- Participate in College and external liaisons to ensure appropriate transition process for all the learners
- Any other duties commensurate with the grade of post

Budget Responsibility

The post holder **is not** a budget holder under the College's accounting systems and is required to observe and comply with the financial regulations of Tameside College at all times.

Continuing Professional Development

The post holder will proactively take part in the College's Appraisal process and be expected to attend training and continuous professional development events and be responsible for their own professional updating.

Health and Safety

The post holder will be required:

- To take reasonable care to safeguard their own safety and that of others with whom they work;
- To cooperate with designated officers named by the Governors and/or the Principal and any other designated College manager to enable the College to comply with its obligations under Health and Safety legislation.
- Not to interfere with or to misuse anything provided in the interests of health and safety or welfare.
- To report immediately any defects in plant, equipment or the working environment

Equality and Diversity

Tameside College is committed to the provision of equal opportunities. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the College's Equality policy as appropriate.

Values

Tameside College values are an essential part of the College achieving its core purpose and it is an expectation that these are adopted in daily working. These include:

- Respect for learners and staff
- Professionalism
- Excellence in service delivery
- Commitment
- Transparency

Safeguarding Children and Vulnerable Adults

Tameside College recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any College activities and expects all staff to share this commitment.

11. College Policies and Procedures

Comply with College Policies and Procedures and the Staff Code of Conduct which can be accessed via Learning Box.

Perform such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

NOTE:

The job description is current as at the date of the appointment. In discussion with your line manager your job description may be varied to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Signed: (Principal) **Date:**.....

Signed: (Post holder) **Date:**.....

TAMESIDE COLLEGE

PERSON SPECIFICATION

POST: MIS Co-ordinator

	MINIMUM ESSENTIAL ATTRIBUTES	DESIRABLE ATTRIBUTES	METHOD OF ASSESSMENT
1 SKILLS	<ul style="list-style-type: none">• Fast and accurate keyboard skills using Microsoft Word, Excel and email and other IT administrative applications - ability to learn database software• Ability to work as part of a team• Good written, oral and numeracy skills• Orderly and systematic approach to work to achieve high levels of accuracy• Ability to develop and maintain filing and information systems• Ability to act diplomatically and with discretion, maintaining confidentiality at all times	<ul style="list-style-type: none">• Ability to deal with difficult situations.• Ability to deal with vulnerable learners	Application Form/Interview

	<ul style="list-style-type: none"> • Adopt a flexible approach to work, identify priorities, be able to work under pressure, to tight deadlines and sometimes without immediate supervision. • Excellent customer service skills • Excellent organisational skills • Experience in a customer service role • Dealing with complaints • Ability to work on own initiative • Enthusiasm • Team Player • Flexible/adaptable • Patience/Tolerance 		
2 KNOWLEDGE	<ul style="list-style-type: none"> • Customer service knowledge • Knowledge of IT systems and administration processes • Health and Safety Requirements • Knowledge of Safeguarding requirements 	<ul style="list-style-type: none"> • Knowledge of Further Education Sector • Knowledge of student records and curriculum related administration processes 	Application Form/Interview

3 EXPERIENCE	<ul style="list-style-type: none"> • Experience of dealing with the public, responding to enquiries. • Experience of handling information. 	<ul style="list-style-type: none"> • Experience of taking initiative. 	Application Form/Interview
4 QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> • NVQ Level 2 in Customer Service/Administration or willing to work towards • Level 2 or equivalent in Maths and English • Full First Aid Certificate or willing to work towards 	<ul style="list-style-type: none"> • IT qualification • Safeguarding Qualification 	Application Form
5 WORK RELATED CIRCUMSTANCES	<ul style="list-style-type: none"> • Willing to demonstrate commitment to the demands of the post through regular and punctual attendance. • Willing to work flexibly across sites if requested 		References/interview
6 EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Willing to implement College Equal Opportunities Policies 		To be assessed at interview
7. SAFEGUARDING	<ul style="list-style-type: none"> • Willing to take responsibility for promoting and safeguarding the welfare of children and young persons that you will be responsible for, or come into contact with 		