

**Information Services Officer (Enrolment, Curriculum and Timetabling)**

Department: Information Services

Location: Cross College

Reports to: IS Co-ordinator

Salary Scale: Business Support Grade 4

Job Purpose: The role will have responsibility for entering and maintaining accurate, up-to-date information pertaining to curriculum, student data and the operational timetabling of their campus in accordance with the requirements of Coleg Gwent and External Bodies such as DfES.

**Key Responsibilities:**

1. **Team Contribution**

* To attend, contribute and participate in the whole team and faculty team meetings as necessary.
* To participate in training and development as required.
* To work as a team with the IS Manager, IS Coordinators and IS Officers and with the wider team of Exams Manager, Exams Coordinators and Exams Officers
* To promote team positivity and adaptability to change
* To demonstrate and incorporate at all times the college ‘Values’ and ‘Behaviours’ into all aspects of the role

1. **Management Information**

* Day to day operation of the learner data system, (including creating and maintaining curriculum) for a number of curriculum areas/unitary authorities.
* Accurately enter learner and course details to the Learner Data system including processing enrolment forms, amendment forms and other learner data
* To assist the IS Co-ordinator with the collation of accurate data returns to DfES by updating and correcting LLWR datasets, correcting duplicate learners and processing LLWR validation errors within an agreed timescale.
* Ensure that staff in the Curriculum Area/Unitary Authority are aware of guidelines on processing of course and learner information.
* To operate LRS software to obtain student ULN’s.
* To contact learners, the LRS and other external organisations in relation to student data queries
* To take an active part in the College’s Enrolment,
  1. dealing face to face with learners
  2. processing enrolments
  3. creating fees
  4. handling cash
  5. responding to queries
  6. assist the IS Co-ordinator in the implementation of the training plan, so that all temporary staff are trained in the effective operation of the student data system.
  7. supervise temporary staff
* To implement the agreed cross-college principles for Timetabling
* To identify creative solutions to maximise the effectiveness of the Timetabling systems
* Accurately enter room, staff and course details onto the Timetabling system including processing information from the Curriculum Planning Tool, paper forms and other method.
* To resolve general and task list issues in a timely manner
* To assist in the design of timetabling grids
* To carry out spot checks and audits on room usage
* To act as point of contact for timetabling related activity, dealing with enquiries from stakeholders, providing advice and relevant information.
* To communicate effectively with staff at all levels across the College
* To contribute to the work of the IS team as appropriate
* To assist IS Co-ordinator in driving the college data towards excellence by improving and maximising the use of the timetabling system
* To continuously improve the accuracy and quality of data input
* To assist Information Services Coordinators (Exams) and Officers (Exams) with Exam tasks when instructed by IS Co-ordinator
* To assist in maintaining course information leaflets by updating EBS and marketing portal systems to ensure all active curriculum is advertised on the website where appropriate.

1. **Admin & Record Keeping**

* Maintain an audit trail for all learner funding and statistical information.
* Maintain accurate, central filing systems of enrolment forms, timetabling, amendment forms, etc.
* To ensure that all activities are compliant with Data Protection Legislation.

1. **Policies & Procedures**

* To comply with all College Policies & Procedures.
* To keep abreast of changes to Policy & Procedures and to make the necessary changes to administrative systems.
* To promote the College core values and incorporate these behaviours into all aspects of the role.
* To comply with the requirements of the Welsh Language and Bilingual strategies

1. **Health & Safety**

* To ensure that safe working practices are used and appropriate Health and Safety legislation adopted.
* To exercise responsibility for carrying out and adhering to the Health, Safety and Welfare Policy and Procedure.

1. **Data Protection**

* To ensure that all activities are compliant with Data Protection Legislation
* To assist the Information Services Manager & the College’s GDPR and Data Protection Manager with subject right requests such as subject access, right to rectification, right to erasure

**Person Specification**

**Information Services Co-ordinator- Enrolment/Curriculum/Timetabling (ECT)**

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| **Criteria** | **Essential** | **Desirable** | **Assessed by** |
| **Qualifications & Specialist qualifications** | | | |
| 5 GCSEs at Grade C (including English and Maths) or equivalent. |  |  | AF |
| NVQ level 2 in Information Technology or equivalent qualification |  |  | AF |
| **Knowledge & Attributes** | | | |
| Sound working knowledge of Microsoft software |  |  | AF/I |
| Sound working knowledge of timetabling software |  |  | AF/I |
| Experience of working in an administrative/office environment |  |  | AF/I |
| Experience of maintaining accurate and detailed records |  |  | AF/I |
| Experience of working in Further Education |  |  | AF/I |
| **Skills & Attributes** | | | |
| Able to prioritise and co-ordinate tasks |  |  | AF/I |
| Highly customer focussed & maintain a helpful and professional approach when dealing with staff |  |  | I |
| Well organised and disciplined in approaching detailed tasks |  |  | AF/I |
| Show commitment to staff development and training |  |  | I |
| Able to work under pressure to meet deadlines |  |  | I |
| The ability to promote the use of Bilingual resources were appropriate |  |  | AF/I |
| Communicate effectively with a team and to build productive and constructive relationships. |  |  | I |
| Engage and influence staff effectively |  |  | I |