

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

CS1251P: Student Experience & Compliance Administrator

SALARY

£25,317 pro rata per annum

GRADE

CSS Scale 3

HOURS

18.75

REPORTING TO

Student Experience & Compliance Team Leader

DEPARTMENT

Curriculum Support Team

LOCATION

Lincoln

BE READY...

Job Purpose:

To provide day to day support to the Student Experience and Compliance Team, ensuring comprehensive and reliable support for curriculum staff as well as the College's Education and Training management team.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To ensure outstanding communication flow throughout the Student Experience and Compliance Team and in liaison with cross college teams.
2. To act as a first point of contact for the Student Experience and Compliance Team, supporting Assistant Principal areas e.g. the staff, students, parents, carers, employers, awarding bodies and members of the public and deal with enquiries received by telephone and email whilst maintaining a high level of customer service.
3. To support and enhance the student experience by providing administrative support to the Performance and Standards unit as well as Assistant Principal areas.
4. To work in collaboration with Assistant Principals and Curriculum Leads to support the learner conduct process following policy and procedures to ensure quality and standardisation.
5. To work in collaboration with Assistant Principal areas to reinforce learner attendance data and contribute to the work of the Curriculum Leads in the drive to improve learner attendance.
6. To follow policy and procedures around the administration of official college complaints.
7. To administer student DBS checks for curriculum areas to ensure compliance and due diligence.
8. To support the administration of Teacher Training provision.
9. To support whole college staff training events as directed by the Team Leader.
10. To support awarding organisation communications within the Performance and Standards team.
11. To arrange meetings, interviews and appointments as required.
12. To attend meetings as required for the purpose of taking notes or minutes and ensure the timely completion of associated notes.
13. To assist with the co-ordination and completion of allocated tasks within a shared Outlook mailbox.
14. To raise purchase orders, approve invoices for payment and allocate credit card orders as required for the Performance and Standards Unit.
15. Complete quality checks and approve staff travel claims.
16. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
17. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
18. To maintain quality standards, appropriate to the post.
19. To conform with the Health and Safety requirements relevant to the post.
20. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	Level 3 Business Administration qualification or equivalent.	A/I
2	GCSE Maths and English grades 9 – 4 / A* – C or equivalent.	A/I
3	Competent with Microsoft 365 Productivity Software including Word and Excel.	A/I/T

	Skills/Abilities – Interpersonal	PSM
4	The ability to work in a non discriminatory manner.	A/I
5	Excellent communication skills (oral and written).	A/I/T
6	The ability to work on own initiative within guidelines from the Student Experience and Compliance Team Leader.	A/I/T
7	The ability to work within a team and develop productive working relationships.	A/I
8	Excellent telephone manner and customer service skills.	A/I/T

	Experience	PSM
9	Practical experience of using relevant software packages, i.e. Microsoft Word, Outlook, and Excel.	A/I/T
10	Relevant experience of administrative duties in an office environment.	A/I

	Work Related Circumstances	PSM
11	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
12	Ability and willingness to work flexibly, and to cover tasks within the team.	A/I

	Skills/Abilities - Other	PSM
13	Excellent organisational skills.	A/I/T
14	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I
15	Ability to actively promote equality, diversity and inclusion across all aspects of the role.	A/I

Prepared By:	Kate Holford – Curriculum Support Manager
Date:	August 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

