

Post Title	SEND Administrator – Term Time Only
Location	Evolve – Ripon (Craven College based in Ripon)
Rate of pay	Craven College Harmonised Pay Scale Point 6 - 8 £25,620 to £26,525 annum, pro rata £22,171 to £22,954 per annum (40 working weeks, paid for 45 weeks)
Hours	37 hours per week TTO (40 working weeks, paid for 45 weeks)
Responsible to	Head Of Evolve
Special Conditions	This post is subject to a probationary period of 6 months, upon successful completion of which will become permanent A full enhanced disclosure check via the Disclosure & Barring Service will be required for this post Full or part time hours considered Flexible working arrangements are available.
Closing Date	Sunday 16 November 2025
Interview Date	21 November 2025
Post No.	B263

If you have not heard from us within 28 days of the closing date on this occasion you have not been shortlisted. Please feel free to apply for futures roles as appropriate.

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources HR@craven-college.ac.uk

MAIN JOB PURPOSE

Evolve requires a Front of House professional with a kind, courteous manner who can work in reception as the first responder to all enquiries. To be solution focused negotiating personalised approaches to improve attendance and attitudes to learning in liaison with students, families and key professionals. To work with a patient and positive attitude to supporting students' progress in an inclusive College. To provide Business Administration for Evolve College. To improve the lives of young people in order that they achieve aspirational goals.

KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

- To work in the College Reception as first point of contact for all Enquiries including students, potential students, key professionals, parents/carers, local authority and external bodies dealing with all enquiries in a positive and professional manner to ensure maximum customer satisfaction.
- To be the first point of contact for visitors and students including those in crisis and to prioritise safeguarding.
- To develop and implement intervention strategies working collaboratively with multi-agency professionals to improve attendance and outcomes for young people.
- To work efficiently to process or direct enquiries as appropriate in a busy, high-volume customer-focussed environment, logging, tracking and ensuring resolution.
- To demonstrate highly developed skills to support advise and guide students, parents, carers, and external agencies to adopt courses of action.
- To communicate proficiently with students, parents, Employers, and the community in a highly responsive manner to ensure excellent attendance, attitudes, engagement, and retention.
- To operate an efficient, proactive, and professional admissions service, providing full and current information, advice and guidance regarding the college's offer in a clear and helpful manner from enquiry, through application, with a strong focus on conversion of enquiries to enrolment, using every opportunity available to maximise income.
- To provide, and maintain attendance and behaviour records and to allocate, record and monitor risk indicators; ensuring all student absence is followed up when they return to college.
- To identify areas for early intervention to encourage good attendance working in a holistic manner with students, families, key professionals and the Evolve staff Team.
- To support those students and families struggling to engage virtually by utilising excellent IT skills and support strategies.

- To arrange interviews and visits to ensure a high-quality experience woven within the day-to-day delivery of the curriculum.
 - To provide financial information and impartial advice on matters relating to financial support including Bursaries, Travel, Social Care Applications, Advanced Learner Loans.
 - To manage communication in relation to student timetables and attendance with the Local Authority SEND Transport Team and linking to transport providers, managing the efficient delivery and compliance requirements for this service.
 - To provide Business Administration for Evolve, including processing the ordering of goods using the Symmetry system.
 - To support The Evolve Staff Team with the coordination of college meetings including dates, agenda, minute taking, and action follow up.
 - To maintain an efficient administrative system through inputting, validating, and maintaining student details on the College management information system.
 - To maintain relevant filing systems as necessary for audit purposes and to assist in the archiving of all student records where necessary.
 - To maintain records of visitors in and out of the building for security and safety purposes with a highly developed focus on Safeguarding and GDPR.
 - To keep up to date with future changes in curriculum and college events and promotions, Educational Visits, Taster Days, Careers Events, Open Evenings / Days and other promotions as required.
 - To deal with the mail internally and externally, ensuring deadlines are met.
 - To process, maintain and reconcile petty cash.
 - To assist the examinations Department where required.
 - To work in close liaison with the Evolve team, and linking to all Craven College sites as an effective team member and maintain high quality standards.
 - Participate in the College's appraisal scheme and undertake continuing professional development in line with the needs of the College.
 - Any other duties commensurate with grade and status as may reasonably be requested.
 - You will be expected to be fully conversant with the College's range of equality and diversity and safeguarding policies and procedure to ensure the health, safety and welfare of all learners and staff.
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PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

ESSENTIAL REQUIREMENTS

- GCSE Grade C (4/5) or above in English and maths, or equivalent.
- Excellent range of administrative skills to include word processing, spreadsheets, databases, internet, email, Teams.
- Experience of working in a busy, high-volume customer focussed environment setting with excellent customer service skills.
- Experience of supporting young people with SEND.
- Demonstrable evidence of skills, and a commitment to a high-quality customer service. Strong desire for continual improvement of the customer's experience.
- Excellent organisational and interpersonal skills, and a pleasant telephone manner.
- Ability to interpret and present full and accurate information, both verbally and in written format, in a clear manner.
- Ability to interpret and apply procedural and guidance notes and instructions.
- Experience of planning, organising and prioritising work to meet pre-determined deadlines.
- Ability to produce work to a consistently high standard, under pressure to meet changing deadlines and deliver on schedule.
- Experience of working on own initiative with minimal supervision.
- Able to work under pressure in an environment where change is a constant feature, and to manage own and others stress effectively.
- Ability to deal with personal information in a confidential and sensitive manner.
- Willingness and ability to build and maintain strong internal and external working relationships alongside functioning effectively as part of a team being supportive of other team members to work cohesively together.
- Ability to relate to young people, with an interest in their future development.
- Willingness and ability to work flexibly to meet the needs of the College.

DESIRABLE REQUIREMENTS

- Relevant Customer Service qualification or training/experience.
 - Relevant Mental Health qualification or training experience.
 - Relevant Guidance & Advice qualification or training experience
 - Experience/knowledge of the FE sector.
 - Experience/knowledge of student database systems.
 - Experience of working with young people.
 - Willingness to train as a First Aider.
 - Experience of marketing/promotional events.
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Job Description and Person Details