



**WAVERLEY
ABBEY**

ANCIENT SPARK NEW FIRES

WELCOME TO WAVERLEY ABBEY

Hi! Thank you for your interest in becoming a part of the Waverley Abbey team.

We've got an important job to do; and that's to extend and build the Kingdom of God - **through encounter with him, equipping the Church and changing the world.** Waverley Abbey is a caring, friendly organisation - and so are our people.

Our organisation is run by a bunch of professional, creative, like-minded individuals, working together to change lives. When you come to work for us, it's obviously really important that you have the right skills, knowledge and experience. But it's also vital that you have the right attitude, too. We look to employ people who do the right things, in the right way. This approach to recruitment means Waverley Abbey is a pretty great place to be - and we hope you can join us!

This pack is designed to help you get a feel for what it's like to work with us, find out what we're looking for, explain the recruitment process and help you decide whether you can see yourself as a part of our amazing team.



THE WAVERLEY ABBEY VALUES AND CULTURE

We may be blowing our own trumpet, but our team really is something special. Our people are gold.

Our people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the Waverley Abbey values.

Our values are the key to what makes our culture so unique; they're a reflection of who each of us are and they're embedded in everything we do.

OUR VALUES

- **Integrity**
- **Compassion**
- **Selflessness**
- **Transformational**
- **Celebration**

**WE EMPLOY AUTHENTIC, SELFLESS,
COMPASSIONATE, TRANSFORMATIONAL
AND FUN PEOPLE!**





3 TOP TIPS FOR A GREAT APPLICATION...

1. Before you start, check out the person specification

The person specification highlights the key things we're looking for. The essential criteria are those things which you must have in order to do the job, so it's important that you are able to say 'yes, I've got those' before you invest time and effort in completing your form. Desirable criteria are qualities we believe would be an advantage for you to have.

But don't panic if you don't have them - often, these are areas we would look to develop within the role, so they may simply be ways we can train you up. Of course, if we get lots of applications for the role, we may use the desirable criteria to narrow things down a little.

2. Be yourself

As we mentioned earlier, our values are a really important part of how we recruit. We're looking to find out whether your personality will be a good fit at Waverley Abbey so be honest and be yourself - let your personality shine.

3. Tell us all about it

We often find that applicants will state that they have what it takes to do the job, but don't tell us why in enough detail. Please make sure you tell us why or how you meet the person specification. A good way to make sure you're telling us what we need to know is to have a look at the person specification and note down an example that proves you have the skills, knowledge or experience in each thing on the list. Every time you tell us you have what it takes on your application form, give us one of your examples.



GOT ANY QUESTIONS?

Who should I contact if I have any special requirements?

If you're unable to complete our application form and need some support, and/or you need our documents in an alternative format, for example, large print, please call us.

How long will it take for you to decide if I've got an interview?

This can vary depending on the number of applications we receive for each vacancy. Generally speaking, we do try our best to make our decision and contact applicants invited for interview within two weeks of the closing date.

Will I be notified if my application is unsuccessful and will I receive feedback?

We know how much time and effort goes into an application and we really appreciate the time you've taken to apply for a job with us. Due to the volume of applications we receive, we're unable to inform and provide feedback to unsuccessful candidates at the shortlisting stage. If you haven't heard from us by the interview date, unfortunately you won't have been shortlisted for the role.



JOB TITLE: STUDENT SERVICES ADMINISTRATOR

Reporting to: College Manager

Hours: 2.5 days per week (Wed 1:15-5pm, Thurs & Fri 9am-5pm)

JOB PURPOSE

Responsible for all calls/emails and face-to-face enquiries to the college relating to all courses.

Support our students* to get an excellent learning experience from our training courses.

Assist new students and support continuing students of the college.

*Our students average age is 45

The role covers the following main aspects:

- Student administration for all Waverley Abbey College courses
- Liaise with the college team to make sure students have access to all their resources and are supported in using the college software and understanding the college protocols
- Liaise, as required, with the Library Assistant and Registrar on student enquiries relating to these functions
- Liaise with campus administration on smooth running of academic timetables onsite

Key Tasks

- Act as first point of contact for students and enquirers dealing with day-to-day queries
- Develop a sound knowledge of courses and entry requirements
- Onboard new students
- Perform student inductions at the start of the academic year
- Assist Admissions department with enquirers and applicants
- Attend Open Days and Evenings (may be at the weekend)
- Provide IT guidance for students as required

- Liaise with campus team as required to ensure smooth running of courses and to support student access requirements as needed
- Assist Library Assistant as required.
- Maintain accurate database records.
- Circulate college news on Moodle.
- Distribute research ads through necessary channels.

IT software and systems used in the job include:

- Microsoft 365 (primarily Outlook email and calendars, Teams, Word, Excel, PowerPoint, Forms)
- Virtual learning environment (Moodle)
- Student record system (Quercus)
- Zoom
- Vimeo
- Library management software (Soutron)
- CRM (Sage)
- Hubspot
- Authenticator applications

Main performance assessment criteria

Effective and efficient performance of tasks and the smooth running of courses, confirmed by faculty, Academic Registrar, and College Manager.

Accuracy of information communicated, forward planning confirmed by the administration and academic teams.

This job description is subject to alteration as the needs of the college change. Any substantial alterations will be made following consultation with you.

PERSON SPECIFICATION

(E – Essential, D – Desirable)

Education and qualifications

- Educated to degree level or equivalent experience (D)
- Fluent written and spoken English (E)
- Maths GCSE Grade C or above (D)

Knowledge

- Understanding of the Higher Education sector (E)
- Understanding of student support services functions (E)
- Knowledge of HE qualifications (E)
- Knowledge of Virtual Learning Environment software e.g. Moodle (E)

Experience

- Using databases (E)
- Administration work (E)
- Working in a Further or Higher Education institution (D)
- Providing student services (E)

Professional Skills

- Proficiency in using Microsoft Office 365 (E)
- Intermediate level Word and Excel (E)
- Zoom (E)
- High level of written communication skills to take minutes of meetings as and when required (E)
- Excellent communication with internal and external stakeholders by email, phone and face-to-face (E)
- Accuracy and attention to detail (E)

Personal attributes

- Able to communicate effectively verbally and in writing (E)
- Able to cope with conflicting demands and manage priorities (E)
- Able to use initiative, be proactive and to work independently (E)
- Able to work well in a team (E)
- Able to adapt to the changing needs of the department, to contribute to its development and its service to students and staff (E)

Personal Faith

- Must be in sympathy with the Christian aims and ethos of the College (E)

MAIN TERMS OF EMPLOYMENT

Type of Contract

Permanent staff contract, part-time

Salary range

£24,260pa FTE

Hours of Work

Hours: 2.5 days per week (Wed 1:15-5pm, Thurs & Fri 9am-5pm)

Place of work

Waverley Abbey House, Farnham. An agreed proportion of work may be carried out at home subject to it not conflicting with the demands of the role and you being able to be present in the office when required.

Pension and Life Assurance

After satisfactory completion of the probation period, you will be eligible to join the Group Personal Pension plan. There is a 5% employee's contribution which is matched by the employer for the first year. The employer's contribution rises to 8% after 12 months service.

We also provide for a death-in-service benefit of three times annual salary

Annual Holiday

25 days (plus public holidays) pro-rata

Sick pay

1 month paid at full pay and 1 month at half pay in a rolling 12 month period - on confirmation of appointment (SSP only during the probation period).

Notice

One month's written notice on either side once you have satisfactorily completed a 3 month probation period (one week during probation)



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waverleyabbey.org
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