

Job Title: MIS Assistant

Responsible to: MIS Supervisor

General Responsibilities

- 1) Carry out clerical procedures related to processing data.
- 2) Provide a front desk customer service to all staff and students at the AHED site including:
 - a) Enrolling students onto courses
 - b) Assisting with general queries from students
 - c) Taking queries via phone, post and email
- 3) To be familiar and work in accordance with the latest AHED MIS procedures
- 4) To work closely with the MIS Supervisor to ensure all payments are taken on time and in accordance with customer payment plans.
- 5) Assist the Funding Supervisor with the processing of applications for loans, enrolments, and attendance monitoring.
- 6) Filing all office paperwork and carrying out database housekeeping duties as required.
- 7) Prioritise the safeguarding of all students and participate in training on safeguarding matters.
- 8) Contribute to the elimination of unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.
- 9) Carry out other duties as may be requested by the Line manager or Principal

October 2025

Post: MIS Assistant

Category	Essential	Desirable	Ascertained by
Qualifications	GCSE English and Maths or equivalent		Application form /original certificates at interview.
Experience	- Keyboard and general office skills. - Accurate data entry and attention to detail. - Be familiar with data entry and spreadsheets. - Training or experience in the use of Microsoft Office products or equivalent.		Application form/activity/interview/ references
Additional Skills and Abilities	Ability to communicate effectively with students and staff at all levels	- Proven ability to work to deadlines, and as part of a team. - Ability to work without direct supervision identifying priorities and tasks requiring action.	Interview/activity/ references
Other	- Able to work flexibly at busy periods. - To display a commitment to the protection and safeguarding of children and vulnerable adults - To display a commitment to meeting the individual needs of each student; to respect diversity, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not	Knowledge or experience of working in Further Education	Application form/interview