

**Service Level Agreement**

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| Title | Executive Support and Administration |
| Author | Executive Assistant / Admin Manager |
| Approver | Principal/Deputy Principal |
| Owner | Executive Assistant |
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**Document Purpose:**

This document outlines how the Executive Support and Administration Department will support the strategic policy and values of the West London Way

**Strategic Objectives**

1 Creating an Outstanding Learner Experience

2 Effective Strategic Partnership

3 Innovation & Creativity for greater effectiveness in learning

4 Sustaining financial stability

5 Workforce development

6 Future proofing and growing market share

**Excellence:** Relentless drive for excellence by delivering high quality administrative service to all students and curriculum staff, and executive support executive directorate and governors.

**Ambitious:** Supporting innovation and creativity, and seeking opportunities to develop new processes, increase efficiencies to continue to respond to changing customer demands in line with changes in curriculum offer and new emerging strategic developments.

**Focus:** We are professional and purposeful, constantly reviewing our skills and knowledge, departmental procedures and objectives to deliver administrative and executive support service meets service user expectations and our shared strategic goals.

**Accountability:** Taking personal responsibility for finding solutions and contributing at every level towards achieving success, to ensure the service meets the needs of students, parents/guardians, curriculum staff, SLT and Governors.

**Inclusion:** We are open, welcoming and supportive providing consistent high level of support to all stakeholder groups. Our commitment to equality and diversity underpins everything we do.

**Integrity:** We work to uphold College values in everything we do. We are fair, open, honest and accountable to our internal and external customers.

**Associated documents/policies for this area:**

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|  | College Strategic Plan |
|  | Learner Attendance & Punctuality Policy |
|  | Learner Disciplinary Policy |
|  | Equality & Diversity Policy |
|  | Complaints Policy |
|  | Internal and External Communication Documents |
|  | Enrolment Processes |
|  | Financial Policy & regulations |
|  | Health & Safety Policy |
|  | Safeguarding Policy |
|  | Tutorial & Enrichment and Parental Engagement Policies |
|  | Quality Improvement Strategy |

**Introduction**

This agreement sets out to outline:

1. The services we provide both to learners and staff
2. The overall standards we aim to achieve in the provision of our service
3. Agreed benchmarking for service delivery & college KPIs
4. A mechanism for resolving any problems relating to delivery of these services

**Future reviews and amendments to this Service Level Agreement:**

The agreement will be reviewed annually as part of the annual self-assessment and quality improvement meetings and reviewed with service users.

**Objectives of the service:**

The department aims to provide consistent efficient administrative support to curriculum managers and Curriculum Directors and specialist executive support to Executive Directors, clerk to Governors and Governors.

**Description of key services, levels and standards:**

To ensure stakeholders experience a polite, friendly, welcoming and supportive demeanour.

To maintain clear and efficient communication with students, parents/guardians, and stakeholders

To support and coordinate defined events related to service delivery

**Administration**

To support with planning, coordinating and hosting curriculum lead events involving learners, and stakeholders

To support implementation of engagement strategies for monitoring learner attendance and punctuality to meet and exceed college targets.

To maintain and continuously review optimal levels of general resources available to support curriculum needs and enhance learner experience.

To coordinate post collection and distribution across all four college sites and manage post room activities.

To provide effective proactive administrative support to onsite core college curriculum areas including:

* add in key dates for Markbook
* record and monitor enrichment activities on ProMonitor in year
* entering VT2000 requests in a timely fashion
* attendance monitoring and chase up and recording online
* action plan minutes for meetings

**Executive Support**

To drive and implement efficient executive support services and processes to CEO, Executive Directors and Governors, including

* Diary and email management
* Telephone management / screening incoming calls
* Booking and arranging travel, accommodation
* Monitoring SLT budgets and processing expenses
* Preparing paperwork for signing / approval ensuring due diligence processes are followed
* Preparing standard report templates for meetings / committees and proofreading and formatting final documents

To deliver all aspects of the scheduling of meetings, managerial activities and partnership events and maintain accurate narrative minutes and action plans.

To drive support to deliver projects and to ensure the tracking of actions and expected outcomes following the agreed project plan.

**What we need from Service Users:**

SLT/managers to provide timely submission of information for report submissions in line with college calendar

Curriculum areas / staff to provide accurate and timely information for communication to students, parents / guardians.

Curriculum areas to provide clear information and guidance when dealing with staff absence to keep learners informed in a timely fashion

Curriculum areas to provide clear information, communication of expectations, priorities and timelines around aspects of curriculum support, such as Markbook.

Curriculum areas/ SLT to provide clear communication of expectations, priorities and timelines around aspects of curriculum / SLT led events

Curriculum areas provide accurate and timely information when organising enrichment activities.

**Service Standards & Monitoring Success:**

Service standards set it this document and in detail in KPI section will be monitored on ongoing basis through quarterly review of SLAs and QIP. Quality feedback is collected via annual department surveys and through regular consultations with service users.The SLA & QIP will be reviewed in line with College Strategic Quality Framework to ensure that the services ameet and contribute to corporate objectives and areas for improvement.

Service delivery and standards:

* Meeting minutes distributed within 3 working days of meeting taking place to chair for approval
* VT2000 contracts processed within 1 day of receiving the request
* Timely communication to learners in line with SLA (aspect 1a-d)
* Internal / External post distributed daily
* Emails acknowledged/responded to within 2 working days
* Course Information sheets processed within 2 working days from receiving request
* Formal letters drafted within 2 working days
* Comply to College Complaints & suggestions processes
* Resource requests completed within 2 working days
* Admin support for Markbook maintenance tasks
* Management of diaries and meetings for Executive Directors and Directors
* EDs internal mail opened/actioned daily
* EDs request for a meeting actioned within 3 working days (non urgent)

**Complaints:**

Complaints about the standards of service should, in the first instance, be directed informally to the Executive Assistant. Formal complaints about the service should be directed to the CEO.

**Key Performance Indicators (monitored via QIP and regular performance reviews):**

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| 1a. | To support college KPI on reaching 88% attendance and 95% punctuality by distributing league table issued weekly by COP Monday |
| 1b. | To support learner attendance by recording attendance monitoring phone calls on ProMonitor in year and text messages to learners - urgent sent within 1 hour, non urgent within 1 working day from receiving request and issue good attendance certificates printed/distributed within 5 days after end of monitoring period (currently monthly) |
| 1c. | Notices on classroom doors (staff absence) displayed within 30 minutes of receiving notification and inform of cover arrangements if provided |
| 1d. | Warning/invitation letters to learners/parents drafted and sent within 3 working days from receiving request |
| 2. | To support college in its KPI & CSF of being a good place to study and KPI of QDP question “I would recommend the college to a friend/family member” above 92% by supporting a good learner experience when dealing with learners |
| 3. | Complaints acknowledged and passed to Quality within 24 hours of receipt to follow College procedures |
| 4. | To support College strategic vision and maintaining Google College status by supporting all executive support and admin staff to obtain suitable qualification (Strategic Objective 3 - utilising technology to improve business process) |
| 5. | To meet reduction in sickness levels to required targets in year (2.3%) |
| 6. | To support admin Markbook target setting and review dates each term via the agreed admin listed ProMonitor report |
| 7. | To support curriculum by adding enrichment activities ProMonitor within 3 days from receiving request |
| 8. | 90%+ approval rating (good or better with 65% graded as excellent) from annual survey of service users |
| 9. | To continue to effectively manage EDs diaries and meeting commitments to ensure a productive balance of meetings and preparation time |
| 10 | To ensure timely collation and distribution of Governors papers in line with agreed timelines (first draft due 2 weeks prior to the meeting, papers distributed 7 days prior to the meeting) |
| 11. | To provide customer service excellence by acknowledging emails within 2 working days and meeting/greeting visitors on their arrival |