



Christ the
Redeemer College
London

JOB ADVERT



Campus Administrative Officer – Croydon
[Post Reference:]

July 2026

JOB DESCRIPTION

Role:	Campus Administrative Officer – Croydon
Contract Type:	Full Time (5 Days a week including Saturdays)
Location:	Croydon

About the Role

The Campus Administrative Officer will play a key role in delivering front-line administrative and student support services at the Croydon Campus. The successful candidate will work closely with students, academic staff and professional services colleagues to provide excellent customer service and administrative support across a range of student lifecycle activities.

The role requires a proactive individual who can effectively manage competing priorities, maintain accurate records and confidently use a range of digital systems, including Microsoft 365, Teams and Virtual Learning Environments (VLEs).

Key Duties and Responsibilities

1. Student Support and Customer Service

- Act as a first point of contact for student, staff and visitor enquiries.
- Respond professionally to email, telephone and face-to-face enquiries.
- Support students with enrolment, induction and ongoing administrative queries.
- Provide guidance on accessing college systems and services.
- Assist students with basic information relating to student finance, academic processes and college regulations.
- Escalate welfare, safeguarding or complex student matters to the appropriate teams.

2. Academic and Registry Administration

- Maintain accurate student records and documentation.
- Support programme administration activities and student record management.
- Assist with attendance monitoring and student engagement tracking.
- Support examination, assessment and progression-related administration.
- Prepare reports, correspondence and administrative documentation as required.
- Take minutes at meetings and circulate actions in a timely manner.
- Support quality assurance and compliance activities across the campus.

3. Virtual Learning Environment and Systems Support

- Provide administrative support for the College's Virtual Learning Environment (VLE).
- Assist with module creation, student enrolment and user access on learning platforms.

- Support staff and students in the use of Microsoft Teams and Office 365 applications.
- Help troubleshoot basic system access issues and liaise with IT colleagues where required.
- Learn and utilise new systems and technologies to enhance service delivery.

4. Student Records and Compliance

- Verify student documentation and maintain accurate records.
- Support compliance activities relating to student admissions and registration.
- Conduct immigration status checks and assist with generating and verifying Share Codes where required.
- Ensure compliance with GDPR, UKVI requirements and College policies.
- Support audits and regulatory monitoring processes.

5. Campus Administration

- Support the organisation of meetings, events and student activities.
- Assist with room bookings and campus logistics.
- Maintain effective filing and record-keeping systems.
- Contribute to the smooth day-to-day operation of the Croydon Campus.

Essential Criteria

- Degree in Social Sciences or an equivalent qualification in a related discipline or a minimum of two years' experience in a similar administrative role.
- Experience working within Higher Education or Further Education administration.
- Excellent organisational and administrative skills.
- Strong written and verbal communication skills.
- Ability to learn and adapt to new systems and processes quickly.
- Experience supporting Virtual Learning Environments (VLEs), including Microsoft Teams.
- Good working knowledge of Microsoft 365 applications, including Outlook, Word, Excel and Teams.
- Previous experience taking accurate minutes and maintaining meeting records.
- Understanding of customer service principles and student support.
- Ability to work independently and as part of a team.
- Strong attention to detail and commitment to accuracy.

Desirable Criteria

- Basic knowledge of Higher Education student finance processes.
- Understanding of academic regulations and student lifecycle processes.
- Experience checking immigration status and generating Share Codes.
- Experience working with student record systems.
- Knowledge of UKVI compliance requirements.
- Experience supporting quality assurance or registry processes.
- Familiarity with AI tools and digital productivity technologies.

Apply Now

If you are passionate about teaching and developing future professionals, we would love to hear from you.

Please send your **CV and a cover email** outlining your suitability for the role to hrt@christredeemer.ac.uk

Closing Date: July 30, 2026