

OAKLANDS COLLEGE

JOB DESCRIPTION

CAREER FRAMEWORK	Customer Focused
JOB TITLE	Work Based Learning Administrator – Business Development
LEVEL	
REPORTING TO	Head of Work Based Learning

SUMMARY OF POST

To provide a comprehensive administrative service to Business Development and the wider Work Based Learning Department, delivering a first-rate customer service.

KEY RESPONSIBILITIES

As administrative roles vary throughout the college your role may include all or some of the following with ad hoc responsibilities as per the Colleges needs

- Support the Head of Work Based Learning to provide a first point of contact for all employer and student enquiries.
- Work with the Head of Work Based Learning to maintain a supply chain of students to meet the demands of employers for appropriate candidates
- Assist with maintenance of records on the apprenticeships Digital Accounts Service and National Apprenticeships Service
- Support marketing activities and assist with maintaining marketing materials
- Support the Head of Work Based Learning in a range of employer engagement activities
- To provide advice and information to customers as the first point of contact for a range of queries in line with the College procedures and in accordance with customer service standards and performance targets
- Use the Pro-engage module of Pro-solution as the College CRM, merging and distributing e-mails, marketing materials, letters as required.
- Provide efficient and prompt administrative service to ensure the smooth and efficient running of the office, e.g. word-processing, filing, photocopying, data input, invoice processing, production and distribution of publications and documents, reports, statistics, agendas and minutes.
- To contribute to the development, maintenance and monitoring of systems, registers, records and databases for the efficient inputting, storage and retrieval of data, as required. This can include administrative support for registration of learners for End Point Assessment Organisations and with Awarding Bodies.
- To maintain diary/diaries, make appointments; arrange meetings/events/courses/display boards and accommodation as directed

Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training and CPD events as necessary

CRITERIA

RECRUITMENT- short listing criteria

Good standard of education 5 GCSEs grade C or above or equivalent qualification or extensive experience

Experience of using Microsoft Office

Experience of working in customer services or administration

Experience of data entry

ESTABLISHED

Completed probation period satisfactorily

Level 2 ICT, Numeracy and Literacy

Completed relevant in-house training to the job role

EXPERIENCED AND QUALIFIED

2 years' experience in the role

Advanced IT

Level 2 qualification appropriate to the role

DEVELOPED STAGE – Assessed against the values and behaviours

Career Framework	
Job Title	Work Based Learning Administrator – Business Development

PERSON SPECIFICATION (to be assessed at the interview stage)			
PERSONAL ATTRIBUTES Ability to work as part of a team and take own initiative Ability to communicate effectively with people at all levels An awareness of cultural diversity Effective written and verbal communication skills Positive, enthusiastic and can-do attitude Ability to work flexibility to meet the needs of the College Professional appearance Organised and detail orientated Willingness to upskill			
SKILLS AND EXPERIENCE Experience of working in administration and a customer focused environment Experience of working with a range of software packages - word, excel, outlook Experience of maintaining clear and accurate records Effective listening skills			
Date approved	August 2020		
Date reviewed			

This job description is current as at the date shown above. In consultation with the postholder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.