

JOB DESCRIPTION

JOB TITLE: Senior Administrator

RESPONSIBLE TO: Senior Management Team

JOB PURPOSE AND ROLE

To provide an efficient and high-quality administration service to support Jobchange.

MAIN RESPONSIBILITIES

The Senior Administrator will assist and contribute to the Senior Management Teams ability to maintain support teams to achieve targets and deadlines.

MAIN DUTIES

1. Working closely with the Employment and Skills Manager, Employment Liaison Officer and external companies
2. Managing advisor diaries with telephone calls
3. Maintaining E-learning training records
4. Collating reports and evidencing course starts and completions
5. Maintaining payment tracking report
6. Assist in the production of reports of data and statistical information.
7. Assist in the compilation, collation and word processing of reports and other documents as required.
8. To work to a high standard, meeting deadlines as requested.
9. To support the promotion and publicity of Jobchange and to assist in maintaining the friendly and informal atmosphere.
10. Such other duties that may be expected with the grading, purpose and role of the job.

11. To keep informed of all policies and procedures at Jobchange, including contracts, data protection, confidentiality agreements, Health and Safety, Equal Opportunity Policy etc to understand them and agree to promote and operate in accordance with them.
12. To cover reception duties as and when required
13. To be flexible when it comes to the place of work due to the company's requirements for example restructure or covering absenteeism

Person Specification Job Title: Senior Administrator

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES Technical competency (qualifications and training)

- Competent to level 3 in functional skills or equivalent (English, maths, ITC)(E)
- Level 3 qualification in Business Administration(E)
- Willing to undertake professional training to maintain standards (E)

Experience

- Work experience within a similar role (E)

Skills and Attributes

- High level of competency, effective operation and use of ICT including its wider application of MS Office and CRM's(E)

Personal qualities, communicating and relating to others

- Able to promote the service and maintain relationships with partners (D)
- Excellent communication and presentation skills (E)
- Commitment to delivering quality services (E)
- Strong organisational skills (E)
- The ability to plan your own work, use your initiative and meet deadlines (E)
- The ability to manage pressure and conflicting demands, and prioritise tasks and workload (D)
- The ability to accept and understand instructions (E)
- A pleasant, confident telephone manner (E)
- Teamworking ability (E)
- Reliability and honesty (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (E)
- Tact, discretion and respect for confidentiality (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

