



JOB DESCRIPTION

POST TITLE: ADMINISTRATOR – EMPLOYMENT SERVICES
(25 HOURS)
POST NUMBER: WREQ3790
GRADE: HAY 10 SCALE

JOB PURPOSE

As the Administrator, you will join the Employment Services Team of Weston College to provide support and advice to learners who are interested in completing one of our courses.

KEY DUTIES AND RESPONSIBILITIES

As post-holder, you will be responsible to the Recruitment Manager – Employment Services for:

- Undertaking general clerical duties and implementing college office procedures and processes.
- Professionally handle all learner telephone and email enquiries in a timely and effective manner
- Ensure that learners are provided with accurate course information
- Ensure highest levels of customer experience across the end-to-end engagement process
- Deliver monthly, quarterly, and year-end sales targets and KPI's
- Book learners into group online delivery sessions and courses
- Using a computer to input data onto spreadsheets and / or databases, including the setting up of simple spreadsheets and / or databases, word processing memos, letters, reports, and other communications, and drafting replies to general enquiries.
- Liaising with personnel in other departments and / or external organisations to obtain and provide information;

GENERIC DUTIES

In addition to the above requirements, all staff are expected to:

- Participate in both internal and external staff development as appropriate;
- Meet the requirements of the Health & Safety at Work Act 1974 and the College's Health and Safety Procedure;
- Undertake such other duties as may be reasonably required, commensurate with the grade of the appointment;
- Comply with Information Security requirements, in line with Weston College policy.



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HEALTH AND SAFETY

All staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

STAFF DEVELOPMENT

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

CONDITIONS OF SERVICE

The College standard Contract of Service for Support staff applies.

SALARY

Hay 10 Scale, Points 18-21: £12,632.43 - £14,077.70 per annum.

HOURS

Hours of attendance: 25 hours per week.

Annual leave: 190.2 hours per annum, inclusive of statutory bank holidays.

The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.

Weston College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post (with the assistance of the College).</i>	✓	
Knowledge and experience in using spreadsheets and databases.	✓	
Significant relevant and recent experience in an administrative environment.		✓
Full driving licence and access to own transport, if assigned to another College site.		✓
Highly motivated.	✓	
Excellent planning skills.	✓	
Excellent organisational skills.	✓	
Excellent interpersonal skills.	✓	
Ability to work as part of a team.	✓	
Excellent IT skills.	✓	
Passionate about delivering exceptional customer experience.	✓	