

## **JOB DESCRIPTION**

### **Business Administration Executive**

This job description is provided to assist the jobholder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post.

<b>Hours:</b>	9.00 – 2.30 with the need to be flexible.
<b>Responsible to:</b>	Director of Learning and Skills
<b>Salary:</b>	£16,090
<b>Location:</b>	Ashford, with travel to our Thanet and Herne Bay offices required.

The purpose of the job is to provide full administrative support to SEK to ensure excellent data management, customer service, and support quality assurance. The role will be based in our Ashford office; however, you will be required to work in our satellite offices from time to time and therefore access to a car and a clean driver's licence is required.

### **Main Duties and Responsibilities**

- Provide administrative support including correspondence, filing and maintaining the MIS to ensure it is current. Current MIS systems include PICs and Salesforce.
- Data input and monitoring MIS of learners enrolled with the centre.
- Register learners onto the Learner Records Service.
- Ensure organisations are registered and have an EDRS number.
- Registration and Certification processes followed and completed with awarding organisations and internal procedures within timescales required.
- Registration and Certification with ACE for apprenticeship learners.
- Effectively manage information required for existing contracts and funding streams. (i.e WDF)
- Maintain customer relationship information stored electronically and manually using the appropriate MIS. (i.e. PICS, City and Guilds, etc)
- Maintain and ensure currency of the course directory.
- Maintain the learner loan online processes.
- Providing support and administration for employers using the apprenticeship vacancy websites.
- Identify and resolve complex problems or issues that require detailed investigation.
- Ensure efficient responsiveness to queries.
- Provide information about the services and qualifications on offer within SEK ensuring contact and referral is made with the relevant team members.
- Ensure all new business generated is communicated to the appropriate person.
- Support the development, implementation and monitoring of effective administrative processes.
- Efficiently raise and process booking forms and other pro-formas for invoicing, ensuring timely submission to finance department.
- Maintain required levels of enrolment documentation available for the delivery team.
- Awareness of current promotions and funding availability.
- Maintain and develop positive working relationships with awarding organisations.
- Take responsibility for your professional development with support from line manager through one-to-one meetings. Attend training and development activities.
- Ensure compliance with appropriate regulations, policies and procedures.

- Ensure the maintenance of electronic and paper records regarding learners, staff and day-to-day operations are accurate and maintained confidentially.
- Any other reasonable tasks as requested by your line manager.

### Person Specification

#### Business Administration Executive

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• English and Maths GCSE or equivalent grade A-C or L2 literacy and numeracy qualification.</li> <li>• NVQ 2 Admin/Customer Service or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ 3 Admin/Customer Service or equivalent</li> <li>• Sales qualification</li> <li>• IT qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive admin experience</li> <li>• Use of MIS systems</li> <li>• Customer Service</li> <li>• Experience in raising invoices and processing financial transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Work based learning sector.</li> <li>• PICs or Salesforce experience</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Excellent inter-personal skills</li> <li>• Strong organisational and planning skills</li> <li>• Methodical approach to problem solving.</li> <li>• Ability to implement and monitor effective administration systems.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of IT systems including, MS Office Word, PowerPoint, Excel</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Access</li> <li>• Sector knowledge</li> <li>• Knowledge of funding eligibility</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Initiative</li> <li>• Methodical and organised</li> <li>• Committed to achieving</li> <li>• Customer focused</li> <li>• Decisive</li> <li>• Able to maintain professional boundaries</li> <li>• Confidential</li> <li>• Can do attitude</li> <li>• Take a proactive approach to your work</li> <li>• Able to work to tight deadlines</li> <li>• Able to adapt to changing priorities</li> <li>• Be flexible and motivated</li> </ul>	