Job Description

Job title:	Learning Centre Administrator		
Department:	Learning, Coaching & Advice (Adult Learning Service)		
Job Family:	Operational Support		
Location:	Various		
Reports to:	Community Coordinator		
Salary Point*:	1 to 3	Hay points*:	121
Evaluated date*:	5th March 2021		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
DBS:	Basic		
Supervisory responsibilities	None		
Job Shares will be considered for this post	Yes		
This position requires travel around the county and the ability to work flexible hours.	Yes, occasionally and with prior discussion		

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:
A brief statement about the main objectives of the post

Learning Centre administrators are responsible for fulfilling a range of reception and administrative duties associated with the smooth running of a community-based, county-wide adult learning service.

Working from a designated learning centre, maintaining a welcoming, informative and safe environment for all visitors and colleagues is a key aspect of the role.

Post holders are often the first point of contact for general enquiries and information about the company's adult community learning offer. Effective communication skills via face-to-face/email/telephone are essential, as is a commitment to working as a team to support the successful engagement of learners and delivery of quality provision.

The role sits within the Learning, Coaching & Advice Department of Realise Futures CIC, that Enhances People's Lives combining commercial trade of products and services alongside work placements, employment and training opportunities.

***This role is subject to a DBS check.*

Main Duties and Responsibilities:
A brief description of the most important tasks of the post

Administrating & ICT

- Signpost queries to appropriate colleagues for resolution.
- Organise booking rooms and equipment.
- Monitor and order stationery for offices and classrooms.
- Complete other administrative tasks as and when required such as photocopying, external/Internal mail, filing and archiving.
- Provide administrative support to learning teams in the learner data collection process by scanning, auditing and processing of documentation, adhering to established timeframes and data protection rules.

Supporting, Advising & Guiding -including Cust Service

- Act as first point of contact for learners and other key stakeholders at site reception areas and via phone enquiries, delivering consistent, effective and timely support.
- Provide information, advice and guidance to learners enabling them to make informed choices that meet their needs.
- Provide information regarding Realise Futures provision, which may also support the learner.

Job Specific Technical/Manual

- Apply knowledge of the variety of policies (e.g. Course Fees Contribution Policy and Eligibility Guidance) when processing enrolments, taking into account individuals' circumstances i.e. state benefits, employment, education status of individuals that affect enrolment.
- Undertake course fee reconciliation and banking processes, including petty cash reconciliation, to the deadlines given by the Finance team ensuring company guidelines followed.
- As directed and following strict company guidelines, support in the production and distribution of marketing materials.
- As required, support the learning administrators in providing cover for planned and unplanned absence.
- Promote courses to learners' other key stakeholders, signposting people to appropriate.
- Maintain the learning centre as an inviting and welcoming environment for all visitors and colleagues with displays promoting up-to-date courses and information.
- Where directed, assist in the monitoring and tracking of learner attendance (following the absence recording process), progression and achievement.

- Assist tutors with general enquiries, including providing class documentation, and requests for support in the classroom. As and when requested, support in the collation and distribution of course packs.
- Where directed, support in the exam invigilation process.

Systems and Standards; Compliance

- Administer financial procedures for the purchasing of resources according to company guidelines.
- Adhere to company Health & Safety procedures that include completing monthly building audits, ensuring all mandatory documentation/certification is appropriately displayed and highlighting any potential hazards to the relevant manager in a timely fashion.

1. Know-How: *Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department , a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.*	The skills, expertise, and training required for the job are:- • Demonstrable ability to adhere to established guidelines and legislation • Evidence of successful time management to plan and organise own workload, taking responsibility for the delivery of tasks and follow through to completion • Knowledge of Microsoft packages and the capability to enter data, set up and search for information on a database • Good attention to detail which can be successfully demonstrated in the ability to proof read documents and identify (and correct) discrepancies • Knowledge Health & Safety protocols, Safeguarding and Prevent • Knowledge of GDPR requirements in the workplace Specific qualifications or training essential to the job are:- • Good level of general education, ideally with a Level 2 in English and Mathematics • NVQ level 2 in business administration or equivalent qualification OR proven established experience in a work environment in administration/data entry

	The amount of forward planning required in the job is:- • Ability to schedule own workload, allowing for colleagues' priorities to supersede, predict peaks, manage extended tasks within agreed parameters, over short to medium timeframes. The type of communication and interaction needed in the job is • Professional telephone manner and ability to communicate with people at all levels face-to-face, on the phone and via email • A positive, flexible and cooperative attitude to working both in a customer-facing role and within a team environment • Good verbal and written skills; discretion when dealing with confidential information is also very important. • Confidence and emotional resilience required to deal with time-intensive and challenging situations

2. Problem-Solving: *Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.*	The level of analysis, evaluation and problem solving required in the job are:- Low • Reactive support to day-to-day issues that will usually be guided by established processes/protocols • Ability to plan and implement workload, as directed by management • Understand and consistently apply confidentiality and data protection requirements in the workplace. • Perform straightforward research and analysis tasks as directed by management The level of creativity and/or original thought to resolve issues is:- Low • Whilst core activities will be directed by management, the post holder will have opportunities to actively contribute to the continuous improvement of service delivery

3. Accountability: *The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.*	The amount of freedom to take decisions in the job is:- Low. • Most decisions will be guided/directed although it is recognised that initiative will need to be employed when dealing with some aspects of the role. Nature of impact:- • Accurate recording and safe storage of information is an essential element to the successful achievement of the learning service. Magnitude of impact:- The Learning, Coaching and Advice service constitutes one third of the company's revenue. Whilst there is an impact on successful achievement of aims, should the post holder not carry out own work efficiently it is mitigated through detailed guidelines and under the direction of management.

These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation:

B 1 2 (87), B 2 (12), B+ 0 B (22) Total 121