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### Role Description

##### Business Area

##### Training @ Hopwood

##### Job Title

##### Administrative Assistant (Fixed Term May 2018)

##### Salary Scale

##### Fixed Point 24 – £20,674 (Pro rata, per annum)

##### Location

##### Hopwood Hall College – Middleton Campus

##### Accountable to

##### Sales and Employer Partnership Manager

##### Hours of Duty

##### 25.2 hours per week

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

### Purpose

To provide service and administration support for the Engagement Team in delivering high standards for employers and

Learners to achieve its objectives and targets.

Apprenticeships are continually developing and the rate of change is unlikely to slow down. You must therefore be flexible to take on changing responsibilities.

### Duties

1. Provide high quality administrative support to the Engagement Team
2. To be the first point of contact and maintain a highly responsive communication links with employer, learners and other key partners, ensuring team standards are delivered in an efficient and effective way, using the CRM.
3. Assist in providing high quality customer service by responding to all electronic enquiries and ensure queries are dealt with in the agreed timescale.
4. Work with relevant College support services to ensure that the Training@Hopwood service is fully supported.
5. Maintain an accurate and reliable Customer Relationship Management system of employer contacts and activity, ensuring the data is correct and accurate.
6. Administration support for external marketing campaigns, preparing the data and marketing mail shots.
7. Liaise effectively with other teams and services in support of the Engagement Team and Employer Responsive Targets.
8. To monitor and ensure promotional materials are always stocked and up to date for Engagement Team
9. To support the Engagement team in preparing for appointments, events and activities as well as attending them.

### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Single Equality Scheme

### Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational needs, with consultation with trade unions where required.

### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.”

#### Qualifications

##### Essential Criteria

GCSE A-C in Maths & English

**How Identified**: Application form

#### Experience

##### Essential Criteria

Experience of working in a Customer service environment

**How Identified**: Application and Interview

#### Specialist Knowledge

##### Desirable Criteria

Customer Care knowledge

**How Identified**: Application and Interview

#### IT Skills

##### Essential Criteria

Basic user of Microsoft applications

(Skills to be developed as part of apprenticeship)

**How Identified**: Application form

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising  | **Less Relevant** |

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| **2. Supporting and Co-operating** |
| 2.1 Working with people  | **Essential** |
| 2.2 Adhering to principles and values  | **Essential** |

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| **3. Interacting and Presenting** |
| 3.1 Relating and networking  | **Essential** |
| 3.2 Persuading and influencing  | **Less Relevant** |
| 3.3 Presenting and communicating  | **Less Relevant** |

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| **4. Analysing and Interpreting** |
| 4.1 Writing and reporting  | **Essential** |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing  | **Less Relevant** |

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| **5. Creating and Conceptualising** |
| 5.1 Learning and researching  | **Desirable** |
| 5.2 Creating and innovating  | **Essential** |
| 5.3 Formulating strategies and concepts | **Less Relevant** |

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| **6. Organising and Executing** |
| 6.1 Planning and organising  | **Less Relevant** |
| 6.2 Developing results and meeting customer expectations  | **Essential** |
| 6.3 Following instructions and procedures  | **Essential** |

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| **7. Adapting and Coping** |
| 7.1 Adapting and responding to change  | **Essential** |
| 7.2 Coping with pressures and setbacks  | **Essential** |

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| **8. Enterprising and Performing** |
| 8.1 Achieving personal work goals and objectives  | **Essential** |
| 8.2 Entrepreneurial and commercial thinking  | **Less Relevant** |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.