

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Customer Engagement Administrator
<b>GRADE:</b>	National Minimum Wage
<b>DEPARTMENT:</b>	Business Development
<b>RESPONSIBLE TO:</b>	Director of Sales
<b>WORK ARRANGEMENTS:</b>	37 hours per week/52 weeks per year

## **PURPOSE OF THE POST**

The post holder will:

Support the BDU activity with continuation of providing an outstanding service to employers, learners and parents alike. There has been an increase in demand for apprenticeships since the roadmap out of lockdown has been announced. Internal restructuring of existing personnel, new areas such as funding reservations, incentive applications and the switch to the new virtual world including e-sign documentation means that we are now seeking to bolster the BDU team to ensure that high service levels are maintained.

## **DUTIES AND RESPONSIBILITIES**

1. Provide a high standard of administrative support to the Business Development team.
2. Be responsible for all tasks under the direction of the Business Development team related to the administrative organisation, including internal and external meetings, learner and employer events, recruitment, funding reservations, audit activities and document compliance.
3. Produce letters, emails, reports and other correspondence using a range of office technology packages, to a high standard of accuracy and presentation
4. Provide a first point of customer engagement within the Business Development team, to include dealing with general enquiries, booking appointments, communicating relevant information and referring to specialist colleagues where required, this includes handling both inbound and outbound calls.
5. Through regular cleansing and timely updates maintain accurate recording of data for all employer and learner records stored on the CRM (Customer Relationship Software) system.
6. Arrange all employer interview requests with shortlisted candidates, ensuring that accurate calendar entries are made and written invitations, outlining expectations and appointment detail are emailed to the candidates. Reminder/Follow up calls 24 hours before the candidate's interview to support with any queries that may have arisen.
7. Liaising closely with Business Development Consultants and Recruitment Team to provide support with ensuring that all employers have successfully reserved funding for all apprentices.
8. Be responsible for liaising effectively with all employers to ensure that timely applications for the New Hire Incentive Payments have been made.
9. Provide support by assisting with the Pre-Screen process at busy times in an administrative capacity – ensure all learner records are created and updated on CRM whilst emailing invites

and required documents, ensuring their timely completion and return back to us.

10. Check in on new apprentices after their first week in employment.
11. Assist with local email campaigns to highlight new apprenticeship standards or invite to employer events
12. Support with the initial employer contact following networking and industry events attended by the Business Development Team.
13. Liaise effectively with cross college colleagues in order to offer the best quality student and employer experience.
14. Liaise directly with students, their families, their employers and external support agencies where relevant, to maintain a quality IAG process for all.
15. Show a commitment to working co-operatively within a self-critical and forward thinking busy team.
16. Other relevant administrative duties such as required by the team

### **GENERAL**

1. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role
2. Promote a positive image of the College and the work that is carried out across its various services
3. Comply with all legislative and regulatory requirements
4. Apply the College's own Safeguarding Policy and practices and attend training as requested
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

## Person Specification

<b>Post:</b>	Customer Engagement Administrator	<b>Department:</b>	Business Development
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### Key Requirements:

	Essential/ Desirable	Assessed
<b>Qualifications:</b>		
GCSE Maths and English Language grade C or above or willingness to work towards	<b>E</b>	<b>A/I</b>
Willingness to positively and proactively work towards Business Administration Level 3 completion and appropriate Technical Certificates	<b>E</b>	<b>A/I</b>
<b>Experience:</b>		
Experience of working in a team	<b>D</b>	<b>A/I</b>
Experience of working within an office environment, including phone and reception work	<b>D</b>	<b>A/I</b>
Experience in providing reports and information in a variety of formats	<b>D</b>	<b>A/I</b>
Experience of organising bookings and appointments effectively	<b>D</b>	<b>A/I</b>
<b>Skills/Knowledge:</b>		
Computer literate with experience of Microsoft Office, including Word, Excel and Outlook	<b>E</b>	<b>A/I</b>
Able to work flexibly on own initiative under direction	<b>E</b>	<b>I</b>
Excellent written and communication skills	<b>E</b>	<b>A/I</b>
Able to problem-solve and seek solutions effectively	<b>E</b>	<b>I</b>
Able to plan and prioritise own workloads and meet deadlines	<b>E</b>	<b>I</b>
Knowledge of administering databases	<b>D</b>	<b>A/I</b>
Able to communicate effectively at different levels	<b>E</b>	<b>A/I</b>
An excellent telephone manner	<b>E</b>	<b>I</b>
<b>Qualities:</b>		
Energy, enthusiasm and the ability to work under pressure and achieve goals	<b>E</b>	<b>I</b>
Committed and reliable	<b>E</b>	<b>I</b>
Flexible approach to work	<b>E</b>	<b>I</b>
<b>Other Requirements:</b>		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	<b>E</b>	<b>A/I</b>
Full commitment to Equal Opportunities and anti-discriminatory working practices	<b>E</b>	<b>A/I</b>

**E = Essential**

**D = Desirable**

**A = Application**

**I = Interview**

**T = Test**

<b>Produced by:</b>	JL	<b>Date Produced:</b>	July 2021
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