

JOB DESCRIPTION

POST TITLE:	Workforce Development Administrator
GRADE:	Harmonised Salary Scale Point 16-20
RESPONSIBLE TO:	Project Innovation Manager
RESPONSIBLE FOR:	Providing a customer focussed, administrative service to managers and staff to meet the college's vision 'empowering people through education, where individuals grow and communities thrive'
DEPARTMENT:	Quality
WORK ARRANGEMENTS:	37 hours per week/52 weeks per year. It is expected that from time to time these hours will be exceeded as reasonably necessary for the proper performance of the duties and responsibilities of the post.

PURPOSE OF THE POST

The post holder will:

1. Working with a high level of autonomy, you will take responsibility for the provision of an effective and efficient administrative service for workforce development and quality improvement activities.
2. Working as part of a team, your focus will be the maintenance and production of accurate and timely management information.
3. Providing administrative support to a high standard of accuracy and presentation, to include producing general correspondence and reports and the execution of general office duties.
4. Working as part of a team, ensure the college meets and exceeds the standards expected by regulatory bodies, mandatory expectations, Ofsted and other partners.
5. Provide exemplary customer service to both internal and external customers and stakeholders.

DUTIES AND RESPONSIBILITIES

1. Take responsibility for the administration, coordination, analysis and recording of all workforce development activities, using various systems and software.
2. Monitor and track timely completion of all mandatory training, induction and staff training to produce accurate reports for management when requested.
3. Provide high level customer front facing support on workforce development and quality activities, processes and opportunities. Reflect and adapt to customer feedback.
4. Working with Quality Team managers, co-ordinate the plan of training opportunities in line with the Quality Calendar to meet strategic priorities, PDRs, business plans, departmental and Ofsted objectives.

5. Provide administrative support to the timely planning and monitoring of cross-college inset days, development weeks and training events.
6. Co-ordinate diary management, bookings and timetabling requirements for cross-college workforce development and quality activities.
7. Support the administration of the workforce development and quality budget to inform accurate reporting, including raising purchase orders and event bookings.
8. Regularly review procedures relating to workforce development to ensure the service is efficient and effective and leads to improvements in service and will improve student outcomes.
9. Assist the Quality Team with the monitoring of actions and interventions arising from quality improvement activities as required.
10. Provide administrative support to the application process and delivery of externally funded projects and grants.
11. Support Loudly Brilliant activities including the application process and delivery of externally funded projects, awards and competitions.
12. Produce emails, letters, reports, minutes and other correspondence using a range of software, to a high standard of accuracy and presentation.
13. Collaborate and communicate effectively together with cross-college colleagues as one team, respecting and valuing each other to deliver outstanding services to colleagues and students.

GENERAL

1. Work effectively as a team, listen, consult and work in partnership to shape the future success for our Group community.
2. Take an active role in the health, safety and welfare of students/apprentices and staff, ensuring attendance at all mandatory training and adhering to all policies and procedures.
3. Take responsibility for one's own professional development and continually update, as necessary, participating in appropriate staff development activities, as required, including the Professional Development Review.
4. Act as an ambassador for the Group, being positive and professional at all times.
5. Comply with all legislative and regulatory requirements.
6. Apply the Group's Safeguarding Policy and practices and attend all training as requested.
7. Comply with the Group's Equality, Diversity and Inclusion Policy, promoting an inclusive environment where every individual is treated with kindness and respect.
8. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
9. Take responsibility for keeping personal data safe, ensuring compliance with the data protection policy and procedures and attending all mandatory training.

Person Specification

Post:	Workforce Development Administrator	Department:	Quality
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Key Requirements:

	Essential/ Desirable	Assessed
Qualifications:		
Business Administration or similar qualification at Level 3	D	A
English and Mathematics at Level 2	E	A
Experience:		
Working effectively as part of a team, demonstrating exceptional written and verbal communication skills.	E	A/I
Highly competent in the use of Outlook, Excel, Teams and Word and producing reports	E	A/I
Working with a range of information systems to maintain records and search for information.	D	A/I
Working in a changing environment, requiring a flexible and responsive approach.	E	A/I
Planning own work, prioritising and meeting deadlines in a varied and busy environment.	E	A/I
Experience of business administration and coordination, including organisation of large-scale events to tight deadlines	D	A/I
Experience of communicating effectively and working collaboratively with a variety of stakeholders	E	A/I
Skills/Knowledge:		
Ability to liaise, negotiate and challenge to achieve best outcomes for individuals, departments and the college	E	A/I
Adaptability, flexibility and ability to cope with competing demands	E	A/I
Excellent verbal communication skills and the ability to work collaboratively with a wide range of stakeholders.	E	A/I
Excellent communication, interpersonal, time management and organisational skills.	E	A/I
Ability to prioritise work and meet deadlines in a fast paced, pressurised environment.	E	A/I
Effective organisational skills and the ability to plan to meet challenging deadlines.	E	A/I
Ability to solve problems and use initiative.	E	A/I
Knowledge of Further Education	D	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	A/I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	A/I

E = Essential

D = Desirable

A = Application

I = Interview

T = Test

Produced by:	SC	Date Produced:	January 2026
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