

## JOB DESCRIPTION

<b>Job Title</b>	Skills Administrator
<b>Job Holder</b>	VACANT
<b>Responsible to:</b>	Skills Curriculum and Quality Coordinator
<b>Responsible for:</b>	N/A

<b>Main Duties:</b>	The main duties are to provide administrative support and services to the Skills delivery team including tracking of learners through daily contact, monitoring attendance and wider statistics around retention and achievement. Supporting the claims process for certification at the end of delivery programmes and maintaining appropriate records of key documentation in relation to Ofsted criteria evidence.
---------------------	---

### Responsibilities and duties specific to this Role:

- Support staff working within the Skills delivery
- Answering the telephone, taking messages and booking courses
- Inputting and maintaining of data to databases
- Making phone calls to learners to check attendance data
- Contacting learners at six weeks, six months and 12-months post programme to collate sustained outcomes data
- Registering learners on edexcel online based on enrolment and registration requests processed by course tutors
- Updating progress spreadsheets in relation to learner completions/progress against qualifications
- Submission of enrolment data to key donor contacts
- Create and maintain databases in relation to learner enrolments through communication with programme tutors to identify progress against programme delivery targets
- Collate and analyse data in relation to retention, achievement and success statistics across programme delivery
- Collating data from focus groups to inform future delivery
- Taking meeting minutes at programme meetings and wider standardisation meetings
- Preparing files and documentation for external verification visits
- Compiling claims information for edexcel online based on tutor qualification claims requests
- Managing tracking spreadsheets to link purchase orders for qualifications to registrations and claims made via edexcel online
- Developing templates and documents for use across Skills provision including unit tracking spreadsheets, internal verification, assessment schedules etc
- Submitting purchase orders for claims for qualifications and wider programme resources
- Handling learner expenses
- Updating Raisers Edge with meeting minutes from key donors
- Updating Views, as required
- Monitoring and ordering of resources and maintaining stock inventory
- Distributing expenses to course participants
- Process forms including ticket requests, petty cash requests, signed item requests etc. for the department
- Work within the established administrative and financial systems to ensure smooth running/quality of projects.
- Be aware of, adhere to, and assist with the development of health and safety practices.
- Maintain the highest level of professionalism and confidentiality.
- Adhere to the code of conduct set by the Foundation of Light.
- Assist with events.
- Have a clear understanding of the projects and processes within the department
- Payment processing

- Follow the Foundation's policies, procedures at all times

## **Administration and M&E responsibilities and duties:**

- Work within the established administrative and financial systems to ensure smooth running and quality of projects
- Complete relevant administration for partner agencies
- Produce accurate ad hoc reports as requested
- Answer internal and external queries in relation to your role in a timely and professional manner
- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant
- Ensure databases are updated on a regular basis with correct information
- Complete and keep up to date: monthly reports (including dashboards), quarterly pro-v-act statistics, traffic lights and development plans
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation

## **Development/Donor responsibilities and duties:**

- Contribute to the processes of forward planning and development of programmes.
- Identify PR opportunities and case studies in support of delivery tutors
- Undertake market research and customer/participant surveys
- Complete all paperwork and returns accurately and on time for funders and contract suppliers
- Build strong and lasting external business relationships with partners, donors and agencies
- Identify and source new opportunities
- Keep up to date with relevant developments in your curriculum area, geographic location and the third sector
- Ensure targets are met and programmes are on budget
- Support the objectives and aims of the Foundation of Light, and associated companies as relevant, as provided in the Business Plans
- Contribute to, complete and submit funding applications as required
- Attend relevant training and good practice events
- Organise and/or deliver Foundation events

## **Behaviour and Professional responsibilities and duties:**

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required
- Build strong internal relationships
- Work in collaboration with colleagues to achieve the end goal
- Ensure positive organisational messages and culture are maintained
- Contribute to good housekeeping across all Foundation sites and equipment
- Follow the laid down policies and procedures at all times

<b>FOUNDATION OF LIGHT CORE VALUES</b>
<b>We work as a team</b> <b>We are professional</b> <b>We are proud of what we do and dedicated to achieving our goals</b> <b>We are progressive and forward thinking</b> <b>We are fully committed to achieving the best for our customers and communities</b> <b>We are passionate and enthusiastic</b>



**FOUNDATION  
OF LIGHT**

## Beacon of Light

*Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.*

**Acceptance of the job description by the Employee:**

**Signed** .....

**Print Name** .....

**Date** .....

## PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)
<b>Skills:</b>	
Communication including oral and written	E
Planning and organisation	E
Team work	E
Ability to work on own initiative	E
Interpersonal	E
ICT / Administration	E
Ability to work under pressure and to tight deadlines	E
Multi-tasking	E
Communication including oral and written	E
Planning and organisation	E
Team work	E
Ability to work on own initiative	E
Interpersonal	E
<b>Qualities:</b>	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Persistence in the workplace	E
Determination to succeed and meet targets	E
Commitment to equality and diversity, safeguarding and health and safety	E
Flexible approach to working hours	E
<b>Knowledge:</b>	
Knowledge of Microsoft systems	E
Safeguarding	E
First Aid	D
Progression pathways and accreditation	D
<b>Understanding:</b>	
Customer service	E
Office systems and set ups	E
Of the need to work flexible hours to meet the needs of the charity	E
Workplace behaviours and conduct	E
<b>Experience:</b>	
Previous employment	D
Administration in an educational setting	D



**FOUNDATION  
OF LIGHT**

## Beacon of Light

Qualifications (or recognised equivalent):	
Equivalent to GCSE in Maths and English	E