

Post Title	Business Support Assistant
Location	Craven College, Skipton (Auction Mart Site)
Rate of pay	APT & C Scale 3, point 15 £16,662 per annum, pro rata to £6,754
Hours	15 hours per week
Responsible to	Training Operations Manager
Special Conditions	Flexible working arrangements A full DBS Certificate via the Disclosure and Barring Service will be required
Closing Date	Wednesday 20 February 2019 - midday
Interview Date	TBC
Post No.	B890

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources HR@craven-college.ac.uk

MAIN JOB PURPOSE

To provide a comprehensive, quality administrative support service within the administration and customer service team, to include general administration, liaising with clients and trainers, record keeping, tracking and monitoring programme delivery to ensure timely completion and customer service duties to support the Training Operations Manager

KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

- Provide administrative support including word processing, data entry management, spreadsheets, databases, photocopying, filing and record keeping;
 - To co-ordinate the administration of ILM programmes through liaison with the Training Operations Manager, trainers, clients, venues and other members of staff as appropriate;
 - To support the administration of distance learning provision including preparation of correspondence to clients, trainers and team members as required;
 - To discuss requirements with clients, candidates, trainers and assessors by telephone, as required;
 - To provide quality customer service to all clients in a clear and sympathetic manner, promoting the services of Tyro Training and the College in a positive manner;
 - To assist with the customer service requirements of visitors and course delegates, where appropriate;
 - To participate in regular team meetings;
 - To liaise with colleagues and clients as required, including staff and departments on other College premises;
 - To participate in the Colleges Appraisal scheme and undergo further professional development in line with the needs of the College;
 - Any other duties commensurate with grade and status as may reasonably be requested.
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PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

ESSENTIAL REQUIREMENTS

- Range of computer skills to include word processing, databases and spreadsheets, supported by a relevant qualification to OCR level II or equivalent (or willing to work towards);
- Literacy and numeracy to at least GCSE Grade C standard;
- Ability to communicate effectively with colleagues and clients;
- Good interpersonal skills including telephone manner;
- Willingness and ability to function as part of a small team;
- Willingness and ability to work both under supervision and using own initiative;
- Effective time management and organisational skills;
- Willingness and ability to work flexibly to meet the requirements of Tyro Training;
- Willing to work towards level 2 Literacy & Numeracy qualifications;
- Ability to follow instructions, procedures and guidelines.

DESIRABLE REQUIREMENTS

- First Aid qualification or willing to work towards;
 - Experience of working in a customer service and/or training environment;
 - Five GCSE at Grade C or above.
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