



Job Description

JOB TITLE:	Business Services Administrator
SALARY:	Scale H £26,336 - £28,994
HOURS:	Full-Time (37 Hours Per Week)
REPORTS TO:	Head of Business Development
CAMPUS:	Slough & Langley College
JOB PURPOSE:	An exciting and varied role working with the Group Business Development team, based primarily at the Slough and Langley Campus, with occasional travel to BCA. This role will support a busy sales team to ensure successful onboarding of Apprentices across the Group in a timely and compliant manner through administrative support including targeted tracking of Applications and preparing compliant enrolment documents.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:

1. Processing Apprenticeship Applications – acknowledging all applications, ensuring applicant is in relevant employment.
2. Regular contact with all applicants, keeping them informed of enrolment status.
3. Monitor and collate compliance checks, ensuring timely progression to the next stage of enrolment process, avoiding delayed starts.
4. Liaise with Curriculum team to schedule interviews for potential apprentices.
5. Create evidence packs for new starts ensuring paperwork is compliant and ready for Business Development Executives to complete.
6. To deal promptly and efficiently with telephone and e-mail enquiries to the Business Services Team liaising with appropriate staff to ensure enquiries and resolved.
7. Liaising with and providing relevant information to other teams including admissions
8. Preparing accurate, weekly progress reports for managers.
9. Maintaining the college CRM through regular, daily data entry, related to calls and communications with employer/students.
10. Support with organizing internal and external events.
11. To provide full administrative support to the Business Services team, and any additional duties required.



12. To build a strong knowledge base on the range of Apprenticeships offered by the College

Skills:

Excellent organizational, interpersonal and communication (written and verbal) skills. Self-motivation, flexibility and adaptability, able to cope with large and changing workloads. Highly IT literate with excellent Microsoft Office skills

NOTE

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

This post is exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the [College's Safeguarding and Child Protection Policy](#).
- The principles and procedures set out in the College's Data Protection Policy

April 2021



PERSON SPECIFICATION
Business Services Administrator

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
A good level of education overall, with minimum Grade C/4 at GCSE in English and Mathematics or equivalent qualification (Please state this in your application form)	✓		AF
EXPERIENCE			
Experience of working in a customer-focused environment and providing high quality customer service.	✓		AF/IV
Demonstrable experience of providing high quality administration skills.	✓		AF/IV
SKILLS, KNOWLEDGE AND ABILITIES			
Demonstrable oral and written communication skills	✓		AF/IV
Proven experience of administration work	✓		IV
Demonstrable IT skills including Microsoft Word, Excel, Outlook, Internet and ability to work with complex databases.	✓		AF
Proven ability to be flexible and adapt to changing working environment	✓		IV
Proven ability to work effectively in a team	✓		IV
Proven organisational skills and the ability to work under pressure and meet deadlines.	✓		IV
High level of attention to detail and accuracy	✓		IV
Fully licensed to drive in the UK and access to a car		✓	AF

KEY:

Evidence of all the elements marked AF or AF/IV must be present in the application form to be shortlisted for an interview

All the elements marked IV will be assessed at interview.

All the elements marked AF/IV will also be assessed at interview.

All or some elements may be assessed by the Test/Presentation