



JOB DESCRIPTION

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| JOB TITLE: | Commercial Services Administration and Compliance Assistant |
| SALARY: | Scale H £26,336 - £28,994 |
| STATUS: | Established |
| DEPARTMENT: | Commercial Services Department |
| HOURS: | Full time, 37 hours per week |
| RESPONSIBLE TO: | Head of Engagement - Commercial |
| CAMPUS: | Langley |
| JOB PURPOSE: | To support the day-to-day administration and compliance functions of the Commercial short-course Training department, including assisting in the development of full-cost short courses for the Green Skills Academy, and supporting with the development of short courses in other industry sectors in the longer term. |

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. Fielding enquiries by phone, e mail and digital channels, providing excellent customer service and ensuring accurate responses are provided within the required timeframes, in line with the WFCG KPI's.
2. Act as a liaison with other College departments, providing relevant information to other college teams including Admissions, Finance, MIS, IT and Reprographics.
3. Keeping accurate records/dates of scheduled short courses, in the approved scheduling spreadsheet, ensuring the confirmed attendee numbers are always up to date.
4. Supporting the smooth operation of courses on site, maintaining the Commercial office facilities including review and maintenance of efficient filing systems.
5. Creating/preparing and reviewing short course training material and assessment paperwork/digital tablets, for use by Technical Tutors and Assessors. Suggesting improvements where required.



6. Ensuring that all course training materials are compliant, in line with Awarding Organizations' guidelines.
7. Ordering course manuals, preparing attendee registers to monitor attendance, preparing feedback forms/surveys to monitor candidate satisfaction rates. Ensuring pre-payment has been received, for all course attendees, in line with pre-payment timelines.
8. Collating short course assessment paperwork, for accuracy in the first instance, and review by Internal Verifier in the second instance. Uploading "Internally Verified" paperwork to the relevant Awarding Organizations' "Secure Transfer" portals.
9. Supporting the Commercial Services team with the preparation/recording of accurate, monthly Data Returns and reports, in relation to funded grants.
10. Keeping detailed, accurate records/documentation, to support Funded Grants evidence, in secure digital and printed formats, in keeping with GDPR procedures.
11. Preparing monthly reports in relation to Budget plan, training activities and results, Customer satisfaction, Funding KPIs and attendee statistics.
12. Maintaining the accuracy of the College Groups' CRM system, through daily data entry checks. Updating the CRM where required.
13. Supporting the Head of Commercial with the development and implementation of new training programs.
14. Assume the role of department Champion for Ofsted requirements and documentation.
15. Undertake training for professional development when required.
16. Any other duties, tasks and projects commensurate with the grading of this post as may be required from time to time.

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 at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

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.



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 Promoting Welfare for Children & Vulnerable Adults Policy.
- The principles and procedures set out in the College's Data Protection Policy

August 2022



PERSON SPECIFICATION
Commercial Services Coordinator (Apprentice)

| | Essential | Desirable | Source of Evidence |
|--|-----------|-----------|--------------------|
| EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS | | | |
| Level 2 qualification (GCSE A-C or equivalent) in English and Maths or willingness to work towards (please state this in your application) | ✓ | | AF |
| Experience of working with excel, managing and developing spreadsheets | ✓ | | AF |
| Experience of working with CRM systems | ✓ | | AF/IV |
| EXPERIENCE | | | |
| Proven experience working in an administration role | ✓ | | AF |
| Working with students of differing levels of ability and backgrounds | | ✓ | AF / IV |
| Experience of working with an office environment across different departments | ✓ | | AF/IV |
| Experienced in dealing with challenging behaviors and situations | ✓ | | IV |
| Experience of working towards tight deadlines to ensure timely completion of candidates | ✓ | | IV |
| SKILLS / KNOWLEDGE / ABILITIES | | | |
| Knowledge of Ofsted | | ✓ | IV |
| Knowledge of short training course provision | | ✓ | IV |
| Skills necessary in maintaining personal organisation for self and student, ability to work to tight deadlines | ✓ | | IV |
| Excellent interpersonal skills and strong written and oral communication skills | ✓ | | AF / IV |
| Proficient in the use of ICT including Word, Excel, Outlook or similar software. | ✓ | | IV |
| Proven ability to work independently with minimal supervision and as part of a team by supporting one another | ✓ | | IV |
| Highly organized, methodical with excellent administrative ability and attention to detail. Have a flexible approach to working practices (including working occasional evenings and weekends) | ✓ | | IV |
| Enthusiastic with an innovative approach | | ✓ | IV |

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

All of the elements marked IV will be assessed at interview

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

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