| **Administration Assistant**  **This post is part funded by the European Social Fund** | |
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| **Job Title:** | Administration Assistant |
| **Reference No:** |  |
| **Reports to:** | Programme Administrator |
| **Responsible For:** |  |
| **Grade:** | Grade B |
| **Working Hours:** | 37 hours per week |
| **Faculty/Service:** | Enterprise & Innovation |
| **Location:** | MTC Training – The Industry Centre |
| **Main Purpose of Role:** | To provide professional and effective administrative support to the MTC ESF project. To provide first point of contact for ESF participants/visitors for MTC. |
| **Key Responsibilities**  **and Accountabilities:** | * Provision of a comprehensive reception service, dealing effectively with a wide range of telephone, personal and other forms of communications regarding ESF courses * Support the ESF team to collate / evidence programme feedback including:   + Post course Learner Destination   + Females gaining improved labour market status * To assist the ESF team with test administration and be the first point of contact for all test enquiries. * To provide administrative support to the ESF team including:   + Monitoring the receipt of employer CPD paperwork   + Sending joining instructions to participants   + Following up joining confirmations   + The issue of course attendance certificates   + Ordering courseware   + Awarding Organisation registrations * To ensure the ESF administration systems (hard and soft copies) are organised and maintained. * Support ESF compliance checks – raising / closing audit actions as required / appropriate. * To ensure that ESF training rooms are equipped with the relevant courseware and stationery. * To update and assist with the maintenance of MTC's ESF database. * To work closely with colleagues in the Finance Team for all ESF financial matters including:   + Purchasing Card Transactions   + Purchase Orders   + invoice Requests   + Debtors * To assist the Finance Team with monthly financial reports for:   + Courseware   + Programme Expenditure * To maintain stocks of office stationery and other office supplies * To deal with incoming post / general mail (incl. emails) regarding the ESF project * To undertake other administrative duties as required by the Programme Administrator |
| **Special Circumstances:** | From time to time the post holder will be expected to work unsociable hours and must be flexible, as additional hours will be required at peak times of the year. Annual leave may be restricted to certain times of the year. |

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| Part 2A: Essential and Desirable Criteria | |
|  | ***Essential***  **Qualifications and Professional Memberships:** |
| * Educated to GCSE level or equivalent * NVQ3 in administration or equivalent |
| Knowledge and Experience: |
| * significant administration experience in a busy office environment * Demonstrable IT skills including experience of Microsoft Office (Word, Excel and Access) |
| ***Desirable***  ***Qualifications and Professional Memberships:*** |
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| **Knowledge and Experience:** |
| * Previous demonstrable experience of working with test administration |
| |  |  | | --- | --- | | **Competencies are assessed at the interview/selection testing stage** | Communication  Oral Communication  The role holder is required to understand and convey straightforward information  in a clear and accurate manner and occasionally is required to understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.  Written Communication  The role holder is required to understand and convey straightforward information  in a clear and accurate manner and occasionally is required to understand and convey information which needs careful explanation or interpretation to help  others understand, taking into account what to communicate and how best to  convey the information to others. | | Knowledge and Experience  The role holder is required to apply working knowledge of theory and practice,  sharing this knowledge with others as appropriate; demonstrate continuous  specialist development by acquiring relevant skills and competencies. | | Decision Making Processes and Outcomes  Taking independent decisions is a requirement and has a minor impact. The role  holder is required to be party to some collaborative decisions; work with others to  reach an optimal conclusion that have a moderate impact. The role holder is  required to provide advice or input to contribute to the decision-making of others  that has a moderate impact. | | Service Delivery  The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the  right person if necessary; deliver service that is usually initiated by the customer,  and typically involves routine tasks with set standards or procedures and it is an important requirement to deal with internal or external contacts where the service  is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness  and quality of service (content, time, accuracy, level of information, cost). | | **Planning and Organising Resources**  The role holder is required to plan, prioritise and organise their own work or  resources to achieve agreed objectives. | | Analysis and Research  The role holder is required to analyse routine data or information using  predetermined procedures and gathering the information from standard sources;  work accurately to complete the task precisely as specified. | | **Date Completed:** | Updated March 2022 | | |