JOB TITLE:	Employer Service Administrator
REPORTS TO	Employer Training Solutions Team Leader
STAFF RESPONSIBILITY	None
GRADE:	APT&C 3
HOURS:	37
SALARY:	£15,889 to £16,850 per annum
WORK PATTERN:	Full-time
LOCATION:	Oxford
POST REFERENCE:	OCVC/11/102

COLLEGE MISSION STATEMENT
We aim to be inspirational and innovative, to foster personal development through learning and to be of value and economic significance to our communities.

JOB PURPOSE
To provide administrative support to all areas of the Employer Services team, helping to ensure college wide adherence of quality processes vital to the maintenance of the Training Quality Standard. The team of three administrators will be the first point of contact for all employer enquiries and through their work help us to deliver outstanding customer service.

KEY RESPONSIBILITIES:
The administrator team will perform the following tasks, some of which will be the responsibility of an individual team member. Over time it is expected that roles will be interchangeable to provide complete flexibility.

1. Effectively and professionally handle incoming employer enquiries via the Employer Services Hot Lines, resolving where possible at first point of contact or initiating the enquiry management processes.

2. Liaising with curriculum teams to ensure response to enquiries in line with defined customer service standards.

3. Information gathering to support the creation of business proposals, contracts and employer ONA's.

4. Loading employer enquiry information onto the Customer Relationship Management (CRM) system.

5. Raising invoices for employer training solutions and recording staff expenditure.

6. To undertake enrolments / inductions / learner reviews / initial assessments, in support of targets for Employer Training solutions, including Workplace NVQs and Apprenticeships and programmes for the unemployed. On occasions there may be a requirement to support enrolments and inductions within the workplace.

7. Support document production and maintenance of filing and record systems for the team. Distribution and analysis of learner and employer surveys post completion of training programmes.

8. To undertake any other general administrative duties, including meeting visitors, ordering of stationery supplies, booking rooms etc.

9. From time to time the postholder may be required to work from other OCVC campuses.

Status of the Job Description
This job description is not incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in the light of

strategic developments following discussion with the post holder. The post holder will be expected to work to agreed objectives which should facilitate achievement of the key responsibilities.

Diversity Statement
It is the Policy of Oxford and Cherwell Valley College to recognise and encourage the valuable and enriching contribution, which people from a range of backgrounds and experiences can bring to the life and development of the institution. The College will, therefore aim to provide an education service which, in its teaching, administration and support services actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation in both education and employment.

Health & Safety Statement
All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment, and to take reasonable care of their own health and safety at work and that of all other staff. Line managers have specific responsibility for the health and safety of their direct reports and other team members for which they have general management responsibility.

Safeguarding Statement
Oxford and Cherwell Valley College is committed to safeguarding and promoting the welfare of young people, and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION: Employer Services Administrator

Qualifications and Awards	Essential	Desirable	How tested
A Level 2 qualification or above	Y		Application
Relevant vocational/professional experience	Y		Application, interview
Evidence of continuing commitment to self-development through courses and work undertaken	Y		Application form, interview
Professional Knowledge and Experience			
Experience of working in an office environment	Y		Application form, interview
Experience of dealing with customer enquiries, face to face, written and telephone	Y		Application form, interview
Ability to store and retrieve data in various formats	Y		Application form, interview
Knowledge of educational contract requirements specifically work based learning contracts		Y	Application form, interview
Technical Competencies and Skills			
IT literate with the ability to use a variety of software	Y		Application form, interview
Interpersonal skills, Intellectual Ability			
Ability to establish and maintain professional working relationships at all levels	Y		Interview
Methodical and organised	Y		Interview
Personal Qualities and Circumstances			
Drive and ability to use own initiative to solve practical problems	Y		Interview
Ability to manage a varying workload	Y		Interview
Capable of challenging and being challenged	Y		Interview

Prepared by ……Date……

Agreed by Human Resources……..Date……

Signed by Postholder……Date……