

Job Description

Job Title: Team Administrator
Reports to : Relationship Manager
Salary Band: F0004 - £20,000
Location: Birmingham

Purpose

To provide general administrative support. To book appointments and support with diary management. Track and record customer's progress in employment and learning to support contract performance. You will be working alongside allocated direct delivery teams.

Main Duties and Responsibilities

- Provide administrative support to the Relationships Manager responsible for the local delivery teams through a wide variety of clerical and administrative tasks
- Provide local teams with support for National Careers Service and partner events and activities as required , including data input following events.
- Maintain online bookings system (training courses, individual bookings diaries for Advisers)
- Keep all confidential information secure and ensure compliance with all data legislation
- Support internal audit activity with checks for quality and compliance.
- Track customers through phone and email to support achievement of progression outcome activity
- Work closely with Careers Advisers to implement tracking process targeted at customers who have engaged with the service within an 8-week period.
- Work closely with the Employer Engagement team to source and communicate targeted employment opportunities.
- Ensure quality/robust evidence is collated for job and learning outcomes that meets contractual requirements.
- Ensure accurate inputting of job and learning outcomes onto our CRM system
- Manage and maintain manual recording process to capture outcomes

- Attendance at team meetings and collaborative approach to identifying appropriate opportunities, taking some minutes and updating action logs.

Other

- To undertake any further training as identified in the Shaw Trust review procedures.
- Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
- Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
- To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
- The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
- To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
- To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
- Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in

conjunction with the Line Manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;">Person Specification</p> <p style="text-align: center;">Job Title: Team Administrator – National Careers Service WM</p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • At least Level 2 English and Maths (A*-C/Level 4-9 GCSE) or equivalent(E) • Business Administration or Customer Service Level 2 (D) • ICT Skills to include Microsoft Word and Intermediate Excel (E)
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience in a previous administration role (E) • Experience of dealing with members of the public with Excellent Customer Service (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent IT skills including Office and databases (E) • Ability to balance and respond appropriately to competing demands to meet deadlines (E) • Ability to prioritise, plan and organise own work , meet deadlines, targets (E) • Ability to communicate effectively, particularly over the telephone and by email. (E) • Good teamwork skills (E) • Ability to network with local and regional organisations. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent communication and organisational skills (E) • Flexibility to support out of hours delivery including Saturdays on a shift/rota basis is essential. (E) • Able to work as part of a team (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires Disclosure and Barring Service Check, Basic level (E)
<p>Other</p> <ul style="list-style-type: none"> • Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)