

## **Job Description**

**Job Title:** Administrator Coordinator - National Careers  
Service West Midlands including Staffordshire  
**Reports to :** Employment & Learning Coordinator  
**Salary Band:** G  
**Location:** West Midlands

### **Purpose**

You will be responsible for administrative and data related activities, acting as the main point of contact for enquiries and handling referrals to both learning and job opportunities. You will collect, collate, and share management information for internal and external stakeholders. You will be working alongside one of the direct delivery teams. This is a home-based role, however some travel in the area may be required and team meetings will be held in person in a central location.

### **Main Duties and Responsibilities**

- Coordinate and monitor SWAP/Pre-employment pathway activity
- Develop and maintain relationships with regional and local employers
- Work with the team to meet Learning and Learning Outcomes
- Monitoring on current opportunities, referrals, outcomes, feedback
- Co-ordinate in-week referrals and submit referrals to employers or to learning providers
- Email customers to confirm they have been referred and they are being put forward using CRM
- Maintain relationship with local training providers to book and manage referrals and receive evidence to enable claims to be made.
- Update CRM daily re: claimable outcomes and complete form NCSF07.
- Contact customers who did not attend learning provision
- Manage vacancy referrals: prepare customers and submit to employer
- Update service activity where customer's initial career choice changes and refer where appropriate to adviser for additional Information Advice and Guidance
- Proactively highlight opportunities and drive daily referrals via advisers using tools such as teams
- Respond to team requests for sourcing details re: local training needs
- Attendance at team meetings and collaborative approach to identifying appropriate opportunities.

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