

19-097 – Business Development Administrator

Hours:	16 hours per week, 52 weeks per year
Salary:	£17,222 - £18,659 pro rata
Actual Salary	£7,447.35 - £8,068.76
Duration:	Permanent
Location:	Colchester

Colchester Institute is looking for a Business Development Administrator to deliver administrative support to the Employer Accounts and Customer Service Manager – including support for the wider Colchester Institute Business Solutions (CIBS) accounts and commercial teams. The role forms part of the support function to the CIBS team to provide full operational and administrative support, this includes recruitment to support employers.

You will demonstrate excellent communication skills to build relationships with employers and internal staff. The successful candidate will work within the CI Business Solutions team supporting the process and promoting and creating opportunities for Colchester Institute through Apprenticeship programmes and excellent customer service.

This is a great opportunity to join Colchester Institute, one of the largest and well-known providers of general further education, higher education, and skills training in the region, with state-of-the-art facilities and workshops, operating across campuses in Colchester and Braintree. We will provide you with bespoke support and training from our expert staff.

Closing date: 29th October 2020

To apply please complete our Application form and return by email to jobline@colchester.ac.uk or by post to the Human Resources Team, quoting the job reference. We do not accept CV applications however, CV's can be provided in addition to our Application Form as supporting information if you wish.

[Download Application Form \(.docx\)](#)

[Download Application Form \(PDF\)](#)

All jobs at Colchester Institute require a Disclosure & Barring Service (DBS) check.

Please contact Human Resources on jobline@colchester.ac.uk or call 01206 712333 if you have any queries or would like further information.

Additional Information

Colchester Institute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We strive to be an Equal Opportunities employer. All applicants who are offered employment will be subject to a Criminal Records check from the Disclosure and Barring Service.

Please visit our website www.colchester.ac.uk to obtain further details about the College.

Colchester Institute Job Description

Job Title:	Business Development Administrator
Regulated Activity:	No
Responsible To:	Account and Customer Service Manager
Line Management of other staff:	No
Location:	Colchester
Salary:	Range S11 – S14

Purpose Statement:

To deliver administrative support to the Employer Accounts and Customer Service Manager – including support for the wider Colchester Institute Business Solutions (CIBS) accounts and commercial teams.

Main Duties & Responsibilities:

1	Provide administration support to the Employer Accounts and Customer Service Manager.
2	You will be supported and mentored to identify apprenticeship and training opportunities. Following up with telemarketing campaigns; outbound telephone calls and processing inbound telephone and email enquiries.
3	Commercial sales and business development support including diary management.
4	Involvement with marketing planning and carrying out planned follow up calls. Follow up campaign prospecting, from campaigns.
5	You will be responsible for daily tracking of documentation, including data analysis for reporting.
6	You will carry out data cleansing tasks to ensure employers are kept up to date with information and guidance, this task will be a carried out in-line with each account managers caseload.
7	Event management will be developed and the opportunity to plan and coordinate a range of employer events, both remotely and inhouse.
14	To develop and update personal professional expertise in the relevant areas.
15	Adhere to and promote the College's Safeguarding, Equality & Diversity, College Values and Health and Safety policies and practices.

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To undertake any other associated duties determined by the college.

This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute

Colchester Institute Person Specification

Position: Business Development Administrator

	Essential	How is this assessed?
Qualifications		
Education to level 3 or above and/or a professional qualification in relevant subject area or equivalent.	✓	A
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent.	✓	A
Experience		
Experience of good organisation and prioritisation skills.	✓	A / I
Experience of excellent written and verbal communication skills; ability to communicate effectively.	✓	A / I
Experience of working with Microsoft Office packages including Outlook, Word and Excel.	✓	A / I
Knowledge and Skills		
Excellent problem-solving skills; ability to use initiative and deliver flexible solutions for employers.	✓	A / I
Good IT communication skills; telephone, email and customer engagements.	✓	A / I
Excellent interpersonal, oral and written communication skills.	✓	A / I
Committed to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment and an understanding of the safeguarding practices.	✓	A / I

Personal Attributes		
Maintain a positive and can-do attitude to all projects and tasks.	✓	A / I
A strong commitment to equality and diversity.	✓	A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓	A / I
Ability to work flexibly to meet changing needs and work demands.	✓	A / I
Continuously improving and commitment to own personal and professional development.	✓	A / I

KEY:

A	Application
I	Interview
P	Presentation/Micro-teach
T	Test