Post:	Business Development Administrator
Responsible for:	Administration duties within Business Development
Pay Band:	2

JOB PURPOSE

To support the work of the Business Development team by completing tasks to a consistently high standard. Providing general administrative support to the team. Duties will include the administration of our apprenticeship vacancies advertising process, including contacting and supporting with assessment of apprenticeship applicants and arranging interviews on behalf of the employers that we work with.

Supporting with making interview arrangements and planning/running apprentice assessment and information sessions. The role will also include updating and maintaining the central databases and systems used to monitor interactions with applicants and employers. As the first point of contact for the Business Development team, answering incoming telephone calls or visitors to the office and managing this in a timely and professional manner will also be essential.

As the Business Development team are field-based for the majority of the time, it will be essential that the post-holder is able to work independently and proactively. Being able to communicate effectively by telephone and email will be essential for this role.

DUTIES

1.1 Administration of the college's "Recruit an apprentice" online portal, checking and processing applications in a timely manner to ensure the best experience for our apprenticeship applicants.

1.2 First point of contact for the team. Receive and respond to customer telephone calls and messages, ensuring these are dealt with by the appropriate team member.

1.3 Plan and ensure the smooth running of regular apprentice information and assessment sessions, including: inviting and registering attendees, managing and supporting with initial assessments, ensuring all information required is completed by the team and collated.

1.4 Prepare for and support at events attended by the Business Development team to promote the college. This may involve some evening and occasional weekend work.

1.5 Manage and maintain both our employer and applicant databases and systems. Occasional market research into new areas to expand the employer database may be required.

1.6 Ensuring sufficient levels of materials are available for the team, including but not limited to: stationery, marketing materials and any paperwork/qualification information required by the team.

1.7 To demonstrate a proactive, problem solving, customer focused approach at all times. As the team are field based you will often need to use your initiative to solve problems independently

1.8 Arranging for apprentice interviews on behalf of employers – maintaining effective communication with those invited through telephone, email and other communication methods, as required.

1.9 Supporting the entire team with their administrative tasks as and when required to ensure the smooth running of the department and an excellent level of service to the employers we support.

1.10 To be flexible and adaptable in order to meet challenging deadlines and targets set by the various duties and to cover for colleagues when required.

PERSON SPECIFICATION

It is **essential** that the post holder has:

	Essential Criteria	How Assessed
1	Level 2 qualification or equivalent standard	Application form, interview
2	Level 2 or above in literacy, numeracy and IT. If no formal qualification, must be willing to gain	Test at interview
3	Excellent interpersonal skills with a range of people	Application form, interview
4	Evidence of a positive approach to learning and change	Application form, interview
5	The ability to work under pressure and keep to deadlines	Application form, interview
6	A flexible attitude towards working hours	Application form, interview
7	Good communication skills, both written and oral	Application form, interview
8	Good organisational skills and the ability to work methodically	Application form, interview
9	An ability to work quickly and accurately, following agreed procedures	Application form, interview
10	The ability to use word processor, database and spreadsheet packages	Application form, interview
11	Willingness and ability to learn to use a wider range of IT applications	Application form, interview
12	An ability to pay close attention to detail	Application form, interview
13	Experience of dealing with the general public	Application form, interview
14	Evidence of working in a team environment	Application form, interview

It is **desirable** that the post holder has:

	Desirable Criteria	How Assessed
1	Familiarity with a wider range of IT applications	Application form, interview
2	A qualification / experience in a customer focused	Application form, interview

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