****

|  |
| --- |
| **Business Development Administrator – Apprenticeship (Fixed Term Contract – 15 months)** |

|  |  |
| --- | --- |
| **Reporting to:** | Head of Business Development  |
| **Working Hours:** | Full time (37.5 hours per week) |
| **Salary:** | The pay rate for this role is based on the National Minimum Wage for Apprenticeships:Year 1: £4.00 per hourYear 2: 16-17yrs £4.20 per hour18-20yrs ££5.90 per hour21-24yrs £7.38 per hour25+yrs £7.83 per hour |
| **Annual Leave:** | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

**Job Purpose**

The post holder will be responsible for providing full administrative support for the Business Development Team, including Account Managers, Part Time and Bespoke programmes and Projects offered by the Business Development Department.

**Duties and Responsibilities of the Job**

|  |
| --- |
| 1. To provide a professional and prompt response to customers and clients as the first point of contact; enquiries in person and by telephone or by written correspondence, regarding College commercial course programmes, information or applications and ensure that all business enquiries are followed up through to delivery of training.
 |
| 1. To specifically provide effective administration of enrolments of courses, finance and relevant funding information and advice via email, phone enquiries and in person.
 |
| 1. Manage the responses to the Business Development email inbox for enquiries/bookings.
 |
| 1. To liaise with the relevant Account Managers & Short Course / Bespoke programme coordinator concerning course targets and administration regarding the marketing/selling and recruitment of courses.

Complete departmental paperwork for clients and maintain records. |
| 1. Work with other support service departments to maintain records as appropriate; paper based or electronically.
 |
| 1. To assist the Business Development Team for maintaining and developing further relationships with existing customers against agreed outcomes and suggesting areas for further development.
 |
| 1. Handle learners’/client online and telephone enquiries, or on arrival at the Sussex Rural Business Centre as appropriate.
 |
| 1. To invoice, process and approve payments for tuition fees and other miscellaneous items in accordance to the Financial Regulations. Using the current finance systems.
 |
| 1. To provide a point of contact for all course instructors and processcourse register packs and organise course materials and follow up surveys.
 |
| 1. To provide support to and work in partnership with other College teams in terms of the employer responsive offer in line with Business Development Team priorities.
 |

|  |
| --- |
| 1. To keep full and up to date records of all contact with local businesses, using appropriate database and paper systems.
 |
| 1. To act as an ambassador for the College at internal/external events – this may include occasional unsociable hours e.g. some early mornings, evenings and weekends.
 |
| 1. To provide a professional and prompt response to customer enquiries both in person and by telephone or by correspondence, regarding College programme information or applications. Provide information, advice and guidance.
 |

|  |
| --- |
| 1. To ensure that all decisions and actions are made at the appropriate level within the College.
 |
| 1. To work to ensure continuous quality improvement and service excellence. To contribute towards achievement and maintenance of relevant quality standards, aspiring to attain a Grade 1 rating for all employer engagement activities.
 |
| 1. Perform all of the above duties in accordance with College policies, procedures and regulations on Health & Safety, Equal Opportunities, Quality Assurance, Financial Matters and Data Protection Act.
 |
| 1. To work to promote and apply the College’s Safeguarding policy and practices.
 |
| 1. Any other job related activities as requested appropriate to the grading of the post.
 |

1. *Continuous Professional Development*

|  |
| --- |
| 1. Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice.
 |
| 1. Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance student experience.
 |

**Qualifications / Skills / Knowledge / Qualities**

At Plumpton College we are:

1. Ambitious and Progressive
2. Enterprising
3. Professional
4. Passionate about everything we do
5. Supportive

|  |
| --- |
| **Essential criteria for the post** |
| Good time keeping and attendance  |
| Strong Literacy and Numeracy skills |
| Passion for working in a high volume customer service related environment |
| Driven by achievement of target-focussed outcomes |
| Ability to liaise effectively with local employers and incoming enquiries  |
| Team working skills |
| Computer literate and be willing to learn new skills |
| Good standard of written English |
| Ability to manage time/workloads and work autonomously at times |
| Good communication skills face to face, on the telephone and by email |
| Ability to work on own initiative at times and prioritise effectively |
| Flexible approach to work hours to meet College needs |
| Attention to detail |
| **Desirable criteria for the post** |
| Experience of administration  |
| Ability to build effective networks |
| Persuasive powers and tenacity |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are from 08.30 to 17.00 Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support faculty activities, and whole college recruitment and promotional events.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, plus 8 bank holidays and up to 5 efficiency days when the college closes at Christmas. Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for industrial updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the Local Government Pension Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover and the college will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the college until the DBS Disclosure Certificate is received and considered by the Principal.