



Skills Administrator Job Description

Permanent Full Time

Darlington Based

Some flexible working opportunities

Salary: £19 – £22k

Reporting to the Curriculum Manager, the Skills Administrator will provide quality, integrity and attention to detail of efficient administration systems and procedures within a further education delivery setting.

This position will be responsible for ensuring that all elements of the training programmes are brought together successfully for learners, employers and third party organisations. The Skills Administrator will ensure that all individual needs are fulfilled and, where possible, expectations are exceeded.

For the correct candidate, this post could be a development role leading to a higher level of responsibility.

The Skills Administrator will be responsible for:

- Managing all aspects of remote Employer Inductions and on-site Apprentice Inductions
- Liaising with employers regarding all aspects of their apprentice training programme
- Supporting and working closely with Training Delivery Staff to ensure timetable, attendance, attainment and timeliness are reported effectively to all stakeholders
- Ensuring all data is entered accurately to Smart Assessor and ACE 360 in a timely manner
- Ensuring that all candidates are allocated to the appropriate qualifications on Smart Assessor
- Working with the Functional Skills tutor to register candidates on the online platforms and monitoring exemption data
- Carrying out all administration duties to a high standard in order to meet all ESFA, SDS financial and awarding bodies requirements, maintaining accuracy and efficiency at all times
- Completing all relevant documentation and processes correctly and accurately following procedures at all times for the required awarding bodies
- Effectively managing the Smart Assessor ePortfolio, ensuring that Off the Job tasks are completed and EILPs are updated on a monthly basis



- Ensuring health and safety requirements, equality and diversity, safeguarding and prevent practices are understood, actively promoted and followed by all at a local level
- Archiving, filing and maintaining apprentice paperwork (on Smart Assessor and where required in paper format) ensuring that all signatures are in place following the induction period
- Preparation of reports for Management
- Supporting the IETTL Responsible Officer for administration support of End Point Assessment

You will have a solid background in administration, preferably from a Further Education background and possess excellent organisational and communication skills. You will need to be a quick thinker and be able to work in a fast paced environment whilst also creating and maintaining a welcoming and professional image at all times. You will have a 'can do' approach, delivering results on time and to budget, in a supportive and client focused manner.

You will be skilled at working as part of a large team and will be effective at progressing tasks involving many different members of the team, ensuring the particular task is seen through to a successful completion.

Skills and Experience Required:

- Possess strong listening skills and be able to resolve situations effectively and efficiently
- Have strong IT skills, including Microsoft Office Packages and ePortfolio systems
- Manage and obtain learner and employer feedback
- Have a flexible and versatile approach to work in order to achieve company and individual targets
- Assist the MIS/Finance Coordinator with checking and correcting errors from the Funding and Monitoring Reports post each ILR submission to ensure the learner data is accurate
- Provide support to the Operations Manager in the preparation of ESFA, SDS and other external audits and inspections
- A detailed understanding of learner funding rules
- Significant experience of working on the administration of funded training programmes and a sound understanding of audit requirements
- Experience in managing your own workload, prioritising tasks and meeting deadlines
- Any other duties which are consistent with the grade and purpose of the job role



Essential Criteria

You'll need these important qualities and skills:

- Competent using MS Office (particularly Excel)
- Able to process high volumes of learner enrolment data timely and accurately
- Good communication skills across a range of stakeholders
- Experience of using ePortfolio to a high level
- Well organised and work to tight deadlines
- Be an enthusiastic and competent team player
- A minimum of Level 3 NVQ Business Administration, ICT or equivalent
- Occasional flexibility to work outside of core hours at busy critical periods

Benefits

- Holidays – 25 days + bank holidays
- Pension
- Healthcare scheme
- Excellent working conditions
- CPD

Equal Opportunities

For TICA to really transform lives through learning, it takes diversity of skills, knowledge culture and background. That's why we're an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity.