



Job Title	Distance Learning Administrator x 2 posts		
Salary	Band 2 Level 1		
Responsible to	Administrative Team leader		
Staff Managed:			
Direct Reports:	Temps/TAC managed per annum	Project staff managed per annum	Are staff highly mobile or based on different sites?
No:0	No:0	No:0	No
Budgets managed	0		
Purpose of Job			
To provide administrative support in the On-line Learning Team and carry out the full range of administrative duties as directed by the Administrative Team Leader.			
Key duties and responsibilities of role			

1. Provide an effective and efficient administrative/secretarial support service for Distance Learning.
2. Proficient use of MS Office (Access & Excel) in line with the Distance Learning and Service's corporate identity and brand
3. Data input enrolments on to Service EBS system and distribute to tutors and managers as appropriate. Support tutors/markers and Service by contacting learners highlighted as at risk of not achieving.
4. Ensure you provide a central contact point for learners, tutor/markers, moderators and referral agents and ensure that this information is passed on and followed up as appropriate.
5. Provide support for exam entries by collating learner data, checking and tracking the submission to exams within required timescales.
6. Be responsible for retrieving and collating achievement data and relaying this data to the Education and Training Manager as appropriate.
7. Provide a termly check for missing course documentation when preparing for course file audits in consultation with the Education and Training Manager
8. Deal with routine enquiries from learners, tutor/markers, moderators, Employers and Referral agents and members of the public via written correspondence, telephone and in person.
9. To ensure that inductors/markers/assessors/moderators are operating in line with their contract and WAES procedures.

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10. Provide support for the quality process by collating the required paperwork and data, including monitoring and reporting non-compliance by tutors/markers and or moderators.
 11. To ensure that customer satisfaction (learner/employer is captured in line with WAES procedures.
 12. Provide cover for other staff providing administrative support when required to do so.
 13. Operate, and maintain manual and computerised office storage and retrieval systems in line with Distance Learning protocols
 14. Be prepared to work at any of the Services' sites when required.
 15. Carry out the above duties in a customer focused, professional, diplomatic and confidential manner
 16. To liaise with the Learner Experience department to ensure accuracy of the inputting of all student data for the Service onto the computerised MIS and to ensure that all supporting documentation is complete and stored in an effective and accessible manner to maintain an audit trail.
 17. To know and understand distance/flexible learning and e portfolio systems.

General

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To ensure all the services within the area(s) of responsibility are provided in accordance with WAES commitment to high quality service provision to Learners.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the WAES's Health and Safety Policy and relevant Health and Safety legislation.
- At all times carrying out responsibilities/duties within the framework of WAES's Dignity for all Policy. (Equal Opportunities Policy).
- To carry out duties and responsibilities in accordance with the WAES's Safeguarding and Prevent Policies.

The post holder will be required to undertake such duties as may reasonably be expected. All members of staff are expected to be professional, co-operative and flexible within the needs of the post, the department and the Service.

PERSON SPECIFICATION

The person specification outlines what is essential for the competent performance of full duties and responsibilities of the job, including professional or specialist skills or experience required. Applicants will need to demonstrate in their supporting statement how they meet the criteria listed below.

Post Title: 0.6fte On-Line Learning Administrator				
KEY: (E) – Essential (D) - Desirable		Statement	Tests	Interview
<u>QUALIFICATONS/EDUCATION/TRAINING</u>		E		
Level 2 Business Administration or equivalent				
<u>EXPERIENCE</u>				
Good administrative experience		E		E
Experience in using management information systems (MIS) and management reports		E		E
<u>SKILLS</u>				
Ability to sustain a high work rate in a demanding and rapidly changing environment		E		E
Word processing and computer skills including in depth knowledge of Microsoft packages		E	E	E
Excellent Time management skills		E		E
Good standard of oral and written communication skills and the ability to write clear and concise letters memos and minutes		E		E
<u>DISPOSITION/PERSONAL QUALITIES</u>				
Proven ability to take the initiative in organising one's own workload including establishing priorities, meeting deadlines, working under pressure and responding to conflicting demands		E		E
Ability to work flexibly and be able to adapt to new methods and ways of working		D		D

<u>KNOWLEDGE/UNDERSTANDING OF KEY POLICIES</u>				
Commitment to Safeguarding and promoting the welfare of children and vulnerable adults.				E
Understanding of Safeguarding Legislation and its application within the educational sector and in relation to this post.				E
Commitment to equality and diversity and a good understanding of its practical implementation in the role.				E