

## **Job Description – Administration & Customer Service Co-ordinator (1 year Fixed Term)**

### **0.8 FTE £22,458 per annum pro rata**

The Health and Education Co-operative is a university spin off company ran by five universities in the North West of England: Bolton, Central Lancashire, Chester, Cumbria and Salford. Initially set up in 2010 with funding support from Health Education England, we are now a fully commercial business with strong roots in the health care setting. We work extensively with Higher Education Institutes, Further Education providers and NHS Employers.

We provide a number of different on-line resources through virtual platforms including:

- Non Medical Prescribing online modules (supporting university courses)
- Hosting facilities for courses developed by hospitals, trusts and universities
- Online community of practice for Non Medical Prescribers
- Numeracy and Literacy online teaching, learning and qualifications

In 2016 we took over a numeracy and literacy online tool which had been developed through a Health Education England commissioning with the University of Chester (SN@P) and opened an office in Birkenhead to run this exciting and developing product offer. Since its inception, the Numeracy and Literacy innovation has developed to become a market leading brand and approved training provider, known as SN@P Assessment & Education.

As the business has expanded, we have identified a need for specialist skills and experience in administration to help underpin and support growing parts of the business.

This is an excellent opportunity for someone with at least 5 years of administration experience, with a good understanding of customer service practice, who can lead on administration tasks and processes.

### **Responsibilities**

#### **First Line Support**

- To be the first point of contact for SN@P system administration queries
- To undertake first line support for other HE Co-operative systems (Stilwell, NMP Resources, VLE, NMP Zone)
- Collecting information on support requests and reporting information on trends will be a key part of this role.

#### **Customer Service and Marketing**

- To act as a key customer service lead for SN@P accounts reporting to the SN@P Manager (providing regular update reports). Including dealing with queries relating to SN@P online accounts, courses and qualifications.
- To keep up to date with product developments circulating information to new/existing account holders; providing system refresher training to student, staff and academics.

- To take part in organisation wide activity to better understand the customer experience and provide feedback to HE Co-op Manager.
- To support promotional activity of all HE Co-operative products and services (with a focus on SN@P), setting up and attending events and exhibitions on an occasional basis, taking every opportunity to raise awareness of products within the wider business where possible.

#### Learner Administration SN@P

As an approved provider of Functional Skills qualifications in Maths and English, the post holder will coordinate the day to day administration of course delivery and student support including:

- Manage Functional Skills cohort intakes and day to day course related queries (i.e. start / end dates etc.) including tutorial bookings and providing communications to support students and tutors.
- Ensure all appropriate data is collected and processed for return purposes.
- Provide invigilation and end point assessments (primarily in Wirral and Manchester). Training will be provided.

#### General Administration

- To provide book keeping support to the HE Co-op Manager.
- Organise office operations and procedures (including office supplies and reception desk).
- To provide support to the administration of Board meetings (co-ordinating dates and minute taking).
- To provide secretarial support to the NMP Online Community of practice.

Full support will be given to the successful applicant in acquiring the necessary skills to carry out the role which will suit an individual with a strong administration background. This will include training in the product offer, presentations and exam invigilation.

Applicants should possess the following skills and experience:

- Excellent awareness of good Customer Service
- Strong administration skills including experience of setting up administration processes and procedures
- Understanding of healthcare and/or education/apprenticeship settings
- Highly organised and ability to work independently and use own initiative

#### **Where will the role be based?**

The post will be located in Hamilton Square, Wirral, Merseyside, with the SN@P team. Due to national contracts some travel (day trips up to once a week) throughout England will be required.

#### **How many hours a week?**

This role is 30 hours per week. We are a progressive, flexible employer with potential to offer a flexi scheme around core hours.

**This role is offered on a one year fixed term contract with a view to extend subject to funding.**

**HOW TO APPLY: Email your CV and a covering letter to [joanna.tate@hecooperative.co.uk](mailto:joanna.tate@hecooperative.co.uk). Applications should clearly state their interest and any relevant experience. Deadline midnight on 27/05/18.**

We are a small team with offices in Carlisle and Wirral. For further details contact Joanna Tate (Health and Education Co-operative Manager): [Joanna.tate@hecooperative.co.uk](mailto:Joanna.tate@hecooperative.co.uk). Interviews will be held on 8<sup>th</sup> June 2018.

**Administration and Customer Service Co-ordinator**

<b>PERSON SPECIFICATION</b>		
<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Method of identification</b>
<p><b>Qualifications:</b></p> <p>Educated to 'A' Level standard (or equivalent)</p> <p>GCSE/Level 2 Maths and English</p> <p>ECDL or equivalent (or willingness to achieve)</p> <p>Administration/clerical qualifications</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Application form/ certificates</p> <p>Application form/ certificate/ Application form/ certificate</p> <p>Application form/ certificate</p>
<p><b>Proven Experience:</b></p> <p>5 years experience within an administrative or clerical role. With some experience of setting up systems.</p> <p>Experience of working in a Further / Higher Education environment and/or Healthcare environment</p> <p>Experience of working within field of Apprenticeships</p> <p>Experience in customer facing role</p> <p>Organising meetings and minuting meetings</p> <p>Book keeping</p> <p>Systems administration experience</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p>
<p><b>Skills:</b></p> <p>Computer literate, good with spreadsheets and capable of using computer programmes to support administration activity</p> <p>Highly organised with attention to detail</p> <p>Good verbal and written communication skills</p> <p>Able to work as part of a team with a 'can do' attitude</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p>