



ROLE SPECIFICATION

Job title: Education Services Administrator

Department: Education

Reports to: Education Services Team Leader

Date: November 2021

Responsible for:

The post holder will be responsible for providing accurate administrative support to the Education Services team. This administration must be executed efficiently and to a high professional standard.

Job context:

The CIPP offer a range of education services including qualifications up to level 7. The Education Services team lead the operational coordination for these qualifications and the post holder will be responsible for ensuring the Education Services team have the administrative support needed to coordinate these qualifications and support our students. Promoting excellent customer service to the CIPP customers and business departments.

Major responsibilities:

- Accurately process student enrolments
- Accurately process exam and re assessment bookings
- Customer invoicing
- Monitor a busy email inbox to prioritise and categorise correspondence
- Provide telephone support to CIPP customers when required
- Printing, packing and distribution of study material
- Maintain open communication with the team to ensure efficiency
- Follow relevant ISO 9001 processes to complete tasks
- Support the Education Services Team in the following:
 - Achieving the overall departmental strategy
 - Assist in the maintenance of all documentation such as customer correspondence, enrolment forms and course information, to ensure accuracy
 - Other ad hoc administrative duties required to support the team

Particular Challenge:

The main challenge is to maintain a consistent high standard of administrative provision whilst faced with demanding deadlines and conflicting timetables. The Education Services team is responsible for a large proportion of the CIPP's portfolio and can face challenging deadlines. The post holder will need to remain focused on the tasks to be completed.

Person Specification:

Potential candidates for this post will need to demonstrate the following:

- Data entry experience and intermediate levels of IT literacy
- Ability to meet deadlines whilst maintaining a high standard
- Proactive approach to challenges
- Process driven
- Good oral and written communication skills
- Attention to detail
- Flexibility and determination
- Self-motivated with a positive attitude
- Deliver customer service to best of their ability

Other activities:

The post holder may be required from time to time to undertake other duties to assist the CIPP with its strategy objectives. This role may also require occasional travel, overnight stays, and weekend working.

Qualifications, skills, and experience:

- Confident knowledge of Microsoft office packages
- Good communication skills
- Accuracy skills

Terms and Conditions:

Salary	TBC (depending on experience)
Working week	37 hour working week (full-time)
Annual leave	25 days annual leave per annum (plus bank holidays)
Pension:	Group Personal Pension Scheme available
Healthcare:	Health Care and Cash Plan Schemes available
Location:	Office-based, in Solihull.

Recruitment Process:

Those who wish to be considered should submit a CV, along with a covering letter explaining why they are interested in the post and what they will bring to it and email to chloe.townley@cipp.org.uk by no later than 21 November 2021.

The CIPP is an equal opportunity employer who seeks to recruit and appoint the best available person for a job regardless of marital / civil partnership status, sex (including pregnancy), age, religion, belief, race, nationality and ethnic or national origin, colour, sexual orientation or disability.