

**Position:** Workplace Co-ordinator - Plymouth  
**Reports to:** Business Manager  
**Key Relationships:** ETF Staff  
 Local Authority SEN team, Jobcentre Plus  
 Partner Agencies, Schools, Colleges, Employers and parents/carers

**Annual Leave:** 28 days inclusive of statutory bank holidays

**Place of Work:** Plymouth - also required to work at other sites as directed  
*(Must be capable of travelling for business related purposes)*

**Contract:** Full Time 37.5 hours per week

**Salary Band:** £19,190 - £23,230

**This role is subject to an enhanced DBS check with a 6-month probationary period.**

### Overview:

This role is vital in supporting the Centre and Business Manager to provide a professional service to all our customers, learners, and stakeholders. You will be the front-line contact for the company and provide initial information to enquirers. You will also drive consistency and quality of day-to-day delivery services and ensure that each room and space is operationally ready, clean and has any hospitality required. You will work with the Business Manager to timetable centre activities, monitor use of facilities

The post will also cover the Data Administration Coordinator for absence and annual leave. This is a multi-functional role and may include all aspects of support to the business including data entry, data manipulation, preparation of reports, timetabling, etc

### Key Objectives:

Objective	Measured by
<ul style="list-style-type: none"> <li>Ensure an outstanding customer/stakeholder experience</li> </ul>	Customer voice, Feedback, Surveys
<ul style="list-style-type: none"> <li>Ensure centre hospitality underpins the customer stakeholder experience</li> </ul>	Observation, Feedback, Surveys
<ul style="list-style-type: none"> <li>Demonstrate excellent ICT skills and support</li> </ul>	Observation, Ticket System, Feedback, Appraisal
<ul style="list-style-type: none"> <li>Demonstrate high quality work</li> </ul>	Audit, Accuracy, awarding organisations Feedback
<ul style="list-style-type: none"> <li>Demonstrate positive interpersonal relationships</li> </ul>	Behaviours, Feedback
<ul style="list-style-type: none"> <li>Ensure a safe and healthy environment.</li> </ul>	Risk assessment, Health and safety records, Safeguarding/Prevent records
<ul style="list-style-type: none"> <li>Achieve a positive fun and interesting customer environment</li> </ul>	Customer voice, feedback

### Responsibilities:

#### Reception & Administration

- Create a friendly and welcoming atmosphere for customers and visitors to our centres by providing the Reception function
- Handle phone calls/texts/emails – providing a professional, prompt, accurate and friendly response.
- Support delivery staff with the production of teaching and learning materials
- Support learners with setting up accounts on the public access computers
- Responsible for ensuring accurate information on occupancy and attendance of the centre and evacuation procedures in an emergency
- Prepare marketing packs and maintain information points with up to date marketing materials
- Maintain centre information points ensuring current and relevant information is displayed
- Gather feedback, progression information and responses to surveys
- Daily administrative duties as advised by Business Manager

#### Facilities

- Open and check buildings are ready for staff and visitors and buildings are secured at the end of the working day
- Continuously monitor the “live” condition of the centre areas and work proactively to address identified issues
- Management of floor storage, including keys. Issue stock and allocation of teaching and learning accessories, including signing out of laptops and other equipment.
- Ensure delivery rooms are set up for teaching and learning with required resources ready for each day of delivery
- Reset meeting rooms or multi function rooms following use, including ensuring stationery/marker pens are available and whiteboards/flipchart are clean and clear
- Ensure photocopier areas are continuously replenished and the area kept tidy, organised and always available.
- Manage the document requirements for site including Secure print, ordering of consumables and any scanning, business filing, courier or mail requests
- Ensure stationery items are regularly topped up at the designated points. Collect loose items from unused desks and surrounding areas and recycle back through the stationery trays.
- Ensure a high level of cleaning standard to the floor areas paying particular attention to cleanliness of all work surfaces including tea point areas, via regular liaison with the facilities and cleaning team.

- Control the flow of waste from the floor including confidential waste by regularly monitoring the receptacles provided and clearing before they become full. Liaise with the necessary facility provider in good time.
- Assist with collation of monthly management information for all areas of operation.
- Assist with providing space utilisation information and completing space management checks.
- Maintain relationships with key customers on site, advise of any issues to manager in the first instance.
- Adhere to contractual KPI and SLAs and office SOPs.
- Ensure all work is undertaken in accordance with health and safety rules and policies.
- Support H&S risk assessments and checks, reporting concerns to management
- Work with ICT & Security Lead, as a local point of contact to control/issue/record centre equipment
- Maintain record of equipment condition, issue and return
- Regularly audit to ensure the highest quality service delivery

### Administration

- Support with customer/learner administration, online systems and ensure documentation is accurately completed within the required timeframe
  - Applicant Data input on YETI system (training will be given)
  - Specific SEND paperwork
  - Track progression and destination of learners during and after completion of ETF provision
- Maintain secure filing systems for learner information
- Support with taking minutes/actions for meetings and events (quality, staff, EHCP, etc)

### General:

- Assist with gaining and maintaining the IIP, MATRIX and other standards within ETF
- Comply with all Company Policies and legal requirements with special reference to health and safety; data protection, safeguarding and the promotion of equal opportunities at all times
- Travel as required for business to support other ETF centres, community based delivery and to meet wider business needs.
- Undertake any other duties required by senior management.
- Be a positive ambassador for Eat That Frog

### Safeguarding:

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment. This role is subject to an enhanced DBS check with a 6 month probationary period.

<b>Person Specification</b>	Essential	Desirable
<b>Qualifications</b>		
Level 3 Business & Administration or equivalent or willing to undertake		✓
Level 2 Business & Administration or equivalent	✓	
Level 2 Information, Advice & Guidance or equivalent or willing to undertake	✓	
Level 3 Information, Advice & Guidance		✓
Literacy/Numeracy level 2 or equivalent	✓	
Health & Safety level 2		✓
<b>Skills &amp; Experience</b>		
2 years Customer Service experience	✓	
2 years Office / Administrative experience	✓	
Excellent knowledge of Microsoft Office and ability to learn Cloud based ICT systems	✓	
Experience of working to company policies	✓	
Ability to maintain accurate records	✓	
Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements	✓	
Good attention to detail	✓	
Excellent written communication and good range of vocabulary	✓	
<b>Personal &amp; Work related attributes</b>		
Smart appearance & cleanliness	✓	
Demonstrate a positive and cheerful attitude	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Maintain client confidentiality	✓	
Work calmly under pressure	✓	
Work effectively as part of a team	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	