

Position: Contracts Administration Co-ordinator – Operations
Reports to: Contracts 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: Torquay - 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: £22,308 to £ 25,974

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

Overview:

This role is vital in supporting the Contracts Manager - to provide a professional service to all our learners, customers and stakeholders. Main responsibilities are the input of data into Eat That Frog Group’s management information systems, for contracts, sub-contracts and internal data. You will also use data to create merged documents, reports and other data requirements of the Contracts Manager.

This is a multi-functional role and may include all aspects of support to the business including front of house activities, answering telephones, hospitality, open/close the centre, preparation of centre, preparation/support of delivery staff and reception assistance.

Key Objectives:

Objective	Measured by
<ul style="list-style-type: none"> Ensure accurate and timely data is provided to management information system team 	<i>MIS Audit, Feedback</i>
<ul style="list-style-type: none"> Maintain centre administration and record evidence in line with contract and legal requirements 	<i>MIS Audit, Contract reviews, Feedback</i>
<ul style="list-style-type: none"> Maintain centre/business information requirements 	<i>MIS Audit, reports</i>
<ul style="list-style-type: none"> Demonstrate excellent ICT skills and support 	<i>Observation, Ticket System, Feedback, Appraisal</i>
<ul style="list-style-type: none"> Demonstrate high quality work 	<i>Audit, Accuracy, awarding organisations</i>
<ul style="list-style-type: none"> Demonstrate positive interpersonal relationships 	<i>Behaviours, Feedback</i>
<ul style="list-style-type: none"> Ensure a safe and healthy environment 	<i>Risk assessment, Safeguarding/Prevent records</i>
<ul style="list-style-type: none"> Achieve a positive fun and interesting customer environment 	<i>Customer voice, feedback</i>

Responsibilities:

Administration

- Ensure your Customer/Learner administration, online systems (YETI, Celcat, Onefile, Vpass, etc) and documentation is accurately completed within the required timeframe
 - Applicants/Enquiries
 - Enrolments/Starts
 - Attendance
 - Amendments/Tracking
 - Distance travelled
 - Outcome/Achievement
 - Destination/Progression
- Ensure completion of all centre/business administrative tasks
 - Timetabling and room booking data on CelCat.
 - Managing unmarked registers
 - Specific SEND paperwork/preparation for reviews
 - Prepare data returns as required for contract compliance.
 - Prepare letters/communication including mail merge
 - Management of petty cash and Soldo cards
 - Student bursaries
- Maintain secure filing systems for learner information, ensuring evidence meets contract requirements
- Take minutes/actions for meetings and events (quality, staff, EHCP, etc)
- Handling phone calls/texts/emails – providing a professional, prompt, accurate and friendly response.
- Deputise for the Contracts Manager and be the main point of contact for centre in the manager's absence
- Diary management for the Centre and Contracts manager
 - Ensure all staff reviews are scheduled
 - Supporting the sickness absence process
 - Centre meetings
- Daily administrative duties as advised by Contracts manager including but not only:
 - Liaison with facilities for repairs and maintenance
 - Liaison with finance for procurement issues
 - Ensure all staff reviews are scheduled
 - Supporting the sickness absence process
 - Review VPASS reports and raise any concerns with Contracts Manager/HR
- Provide reports for the Contracts Manager and wider ETF group management

- Learner/Customer data
- Use of facilities/occupancy
- Contracts Managers monthly report to SLT

Support for Reception

- Create a friendly and welcoming atmosphere for training customers and visitors to our centres by supporting the reception function
- Responsible for monitoring use of VPASS when covering reception. Support evacuation procedures in an emergency.
- Gather feedback, progression information and responses to surveys

Support for Facilities

- Open and check buildings are ready for staff and visitors and buildings are secured at the end of the working day
- Ensure all work is undertaken in accordance with health and safety rules and policies.

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.
- Maintain and promote your workplace as a clean and healthy environment
- Undertake any other duties required by senior management.
- Maintain a smart appearance
- 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.

	Essential	Desirable
Person Specification		
Qualifications		
Level 3 Business & Administration or equivalent or willing to undertake		✓
Level 2 Business & Administration or equivalent	✓	
Literacy/Numeracy/IT level 2 or equivalent	✓	
Health & Safety level 2		✓
Skills & Experience		
2 years Customer Service experience		✓
2 years Office/Administrative experience	✓	
1 year's experience using a database system	✓	
Excellent knowledge of Microsoft Office and ability to learn Cloud based systems	✓	
Experience of basic bookkeeping		✓
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	✓	
Personal & Work related attributes		
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	✓	