

## **Job Description**

**Position:** Academic Administrator

Responsible to: Administration Manager/Responsible Officer

Location: Crossfields Institute office in Stroud / home based (minimum 10 hours per week in office)

Hours: 15 hours per week

Duration: Permanent after probation period

### **Job purpose:**

The post-holder will act as the first point of contact for the Awarding Organisation (AO) and will be responsible for assisting with administration under the guidance of the Administration Manager. The role will involve managing incoming calls and customer service enquiries as well as the support of the administration of the AO's online platform, website and digital marketing.

### **Main duties:**

#### **Customer Service**

- Respond to general enquiries from centres, learners, new business or the public via phone and email.
- Maintain confidential electronic filing systems and develop systems for the control of emails for them to be retrieved appropriately.
- Follow communication procedures, guidelines, and policies.

#### **Registration and Certification:**

- Support the Administration Manager in the registration and certification of learners.
- Contribute the accurate digital filing of learner certifications.
- Carry out general administrative tasks around certification.

#### **General Administration:**

- Provide efficient and proactive administrative support including facilitating internal communications and scheduling meetings and events.
- Carry out administrative tasks on the information portal where necessary.
- Format and proof-read qualification specifications and other documents as required.
- Produce reports and data as requested by the Administration Manager/Responsible Officer.
- Contribute to the updating of Centre and AO guides  
Respond to day-to-day enquiries from the Senior Management Team.

#### **Marketing/Communications:**

- Monitor the organisation's social media platforms and contribute to media content.
- Upload media content to website and other platforms.

- Manage the organisation's mailing lists.
- Contribute to, edit, and proof-read quarterly newsletter.
- Carry out regular checks to ensure logos and qualification titles are used correctly.

### **Staff Management and Supervision**

The Academic Administrator has no direct staff line management responsibility.

### **Job Revision**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the postholder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job. If, however a certain task proves to be unachievable job redesign will be given full consideration.