

## **What we do**

Crossfields Institute is a registered charity that was founded in 2007 with the aim of enabling education providers with a holistic and integrative approach to improve the quality of what they do and offer certification to students.

Crossfields Institute is a vision-based organisation, meaning that through our activities our aim is to contribute positively to making the world a better place, while also providing high-quality services to our clients. Our belief is that education has the power and potential to be a force of positive change in the world, if used in the right way, and as an organisation we are on an action research journey to discover what this means in practice. We invite those with whom we collaborate to join us in this inquiry.

## **The Role**

Crossfields Institute is looking to recruit an experienced Administrator for the awarding organisation (AO) based in Stroud, Gloucestershire.

The post-holder will act as the first point of contact for the 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.

Initially a part time role of 15 hours per week (flexible with minimum of 10 hrs per week in Stroud office), this is an exciting and varied position with excellent career development progression opportunities for the right candidate.

## **Main Duties**

Some of the main responsibilities of this role include but are not limited to:

### **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.

### **Criteria**

#### Skills and Abilities

- A high level of self-motivation and a flexible approach.
- Clear and concise written and spoken communication skills.
- Precise attention to detail.
- Ability to work as part of a team.
- A positive can-do attitude and proactive thinker.
- Ability to multi-task and adapt easily to new situations.
- Ability to manage, prioritise and organise own workload and use initiative.
- Ability to work to deadlines.

#### Experience

- Experience in administration. (Essential)
- Experience in MS Office (Word, Excel, Powerpoint and Outlook) (Essential)
- Experience in monitoring and providing content to social media platforms. (Desirable)
- Experience in working in a small business environment. (Desirable)
- Experience of working in the education or charity sector (Desirable)

#### Knowledge

- Level 3 qualification (A-level or equivalent) and demonstrable experience as Executive Assistant or equivalent role.
- Excellent IT literacy.

### **Crossfields Awarding**

Crossfields Institute is an awarding organisation regulated by Ofqual (the Office of Qualifications and Examinations Regulation). Ofqual is the regulator of qualifications and examinations in England and therefore of awarding organisations in England. Crossfields Institute is a charity working to promote holistic, integrative education and the awarding

organisation develops specialist qualifications using subject expertise from vision-based organisations, centres and colleges in the UK and overseas.

Job Types: Part-time, Permanent

Salary: From £25,000 per year (pro-rata)

Benefits:

- Flexible hours
- Sick pay
- Work from home
- Pet friendly
- Continual Professional Development (CPD) opportunities