

Learner Support Administrator

Reports To

Learning Operations Manager

Job Overview

The purpose of this role is to provide a high quality, efficient and flexible administrative service to underpin the delivery of a portfolio of education and training.

Salary £18,000 p/a

37.5 hours per week

25 days holiday plus Bank Holiday's

Office based in Wellesbourne although currently working from home

Responsibilities and Duties:

Learning Operations:

- Independently provides administrative support throughout the lifecycle of the education or training, taking responsibility for ensuring the accuracy and quality of all administrative tasks undertaken so that courses run smoothly, and learner needs are met.
- Provides support to Learners and Commissioners in relation to the administration of courses
- Liaises with relevant stakeholders to ensure a timely and efficient flow of information, using CRM , LMS and other agreed systems and processes, maintaining accurate records
- Offers a high standard of learner and customer support via telephone, e-mail or face-to-face contact, responding to queries within agreed timescales in a professional, courteous manner.
- Provides administration for
 - Learner registration
 - Exam and Moderation processes
 - Support online learner sessions, webinars and forums

The post holder will principally be based in the education part of the learning operations team. However, they will be required to work across both the operations and education team dependent upon organisational need.

These contents are not exhaustive or exclusive and post holders may be required to undertake additional duties from time to time in line with business needs.



Qualifications:

- **Education level** - Degree standard preferable
- **Experience**
 - Experience of using a student management system
 - Experience of working in an HEI / student facing environment
 - Experience of working with online resources
- **Specific skills**
 - Computer skills and experience of using Microsoft Office applications, including Word, Access, Outlook, Excel and preferably PowerPoint
 - A high level of literacy and numeracy
 - Excellent communication, inter-personal and telephone skills
 - Strong organisational skills and the ability to prioritize tasks
- **Personal characteristics**
 - A commitment to working efficiently and to a high standard
 - The ability to be flexible and adaptable to meet the demands of a growing organisation
 - The ability to work as part of a team

Education for Health is not a licensed sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Closing date for applications 18th May 2021

Applications to be sent to a.dodd@educationforhealth.org