ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower young people aged 11 to 25 years in greatest need.

We are looking to appoint a Centre Support Assistant to the ASDAN CST (Centre Support Team). Reporting to the Centre Support Manager, the Centre Support Assistant will support the CST with the administrative and customer service duties required to meet the needs of members, prospective members and other stakeholders of ASDAN. This is an exciting new position which provides an excellent opportunity for someone to join a successful organisation with a strong ethical vision and values.

The successful candidate will demonstrate high levels of personal organisation and administrative skills with the ability to meet deadlines, possess good written and verbal communication skills as well as a capability of working with the Microsoft Office packages.

This is a full time role, over 37.5 hours per week, working Monday to Friday. At this stage, our office is closed and candidates should be able to work remotely in a suitable environment; however in the coming months we plan a return to the office in St George, Bristol where this role will be based. Candidates should be able to work at this location, when we are able to return.

**Conditions of Service:**

**Contract:** Permanent

**Salary:** £20,200 - Band 2, pt 15

**Hours of work**: 37.5 hours per week; Monday to Friday

**Pension:** Scottish Widows: Post holder has option of two levels: level 1 employee 3%/ employer 6% or employee 6%/ employer 9%

**Leave entitlement:** 24 days in addition to statutory bank holidays

**Location:** Bristol (remote working presently)

Role Description and Person Specification: Please see following pages.

HOW TO APPLY:

To apply for this position please email a cover letter outlining your suitability for the post (you may also attach a CV if you wish) and a completed Application Form marked “Private and Confidential” to personnel@asdan.org.uk

Within your application outline relevant skills and experience, addressing the key points in the person specification, and provide a clear outline of why you feel you would be a suitable applicant for the position. Closing date: Tuesday 28 September at noon

**For further information about ASDAN please visit our website** [www.asdan.org.uk](http://www.asdan.org.uk)

**JOB DESCRIPTION**

Accountable to: Charity and Member Services Manager

Responsible for: Administration and customer service within the Centre Support team

Liaison with: Departments across the organisation

Directorate: Membership and Marketing

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**JOB PURPOSE**

To work with other colleagues in the Centre Support team to meet the needs of members, prospective members and other stakeholders of ASDAN.

To provide a broad range of administration and customer service duties in line with agreed procedures and timescales, assisting colleagues and team members as required.

To provide support to new and existing ASDAN members, in relation to programmes and qualifications moderation and related areas of the business.

To promote the purpose, benefits and services offered by ASDAN to increase membership retention and recruitment.

**RESPONSIBILITIES**

1. Member support and customer service
2. Programmes and qualifications administration – training and awarding
3. In common with all staff all tasks as required appropriate to the level of the role

**KEY DUTIES**

1. **MEMBER SUPPORT AND CUSTOMER SERVICE**
2. Provide an accurate and timely response to enquiries ensuring the highest standards of customer care are maintained
3. Support colleagues in providing services, and establishing and maintaining good relationships with new and existing ASDAN members
4. Support new and existing members to engage with ASDAN products, systems and processes providing advice and guidance as required
5. Support membership administration including on-boarding new members, processing applications and carrying out appropriate checks, and supporting the leavers’ process.
6. Support the work of the Centre Support team and officers, working with a flexible approach to tasks to ensure all department functions are covered effectively throughout the publicised business hours, taking responsibility for specific areas as required and requested
7. Provide administrative support to the department as needed including scanning portfolios, printing and collating meeting packs and checking paperwork for accuracy
8. **PROGRAMMES AND QUALIFICATIONS ADMINISTRATION - TRAINING**
9. Support the coordination of training events including adding events to databases and managing booking deadlines
10. In liaison with colleagues, administrate ASDAN’s in-service training offer, responding to customer queries, booking in-service training and completing all necessary paperwork
11. Provide administrative support and guidance to customers including making booking amendments and answering queries
12. Ensure training records are accurate and up to date
13. Liaise with the publications team to ensure delivery instructions and material orders are provided accurately and within appropriate timescales
14. **PROGRAMMES AND QUALIFICATIONS ADMINISTRATION - AWARDING**
15. Support the processing of programmes moderation and certification as required
16. Support the processing of qualifications candidate registration, moderation, sampling, completion of centre visit reports (where applicable) and certification as required
17. Accurately process and monitor payments relating to candidate registration and any additional fees from centres
18. Support the prompt production of certificates and results for members and candidates
19. Contribute to the process of checking certificates and results to ensure accuracy
20. Support the accurate maintenance of registration and moderation paperwork and records
21. Assist with collation and reporting of data as required
22. Process requests for replacement certificates
23. **IN COMMON WITH ALL STAFF**
24. To support the charitable purposes and achievement of strategic objectives of ASDAN
25. To actively work to secure the sustainability and growth of ASDAN
26. To manage ASDAN’s resources effectively and efficiently
27. To provide agreed standards of customer service to customers of ASDAN
28. To support collective leadership, development and relationship building across ASDAN, and with members
29. To participate in ASDAN’s annual review process and undertake appropriate training and development
30. To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN’s safeguarding policy
31. To uphold and promote ASDAN’s equality and diversity policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity
32. To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation
33. To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information
34. To present an appropriate professional image of ASDAN.

It should be understood that this job description may change as ASDAN develops, following discussion and agreement with the post holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments.

**PERSON SPECIFICATION**

**Qualifications**

* Good GCSE (English and Maths at Grade C/5 or above) or equivalent vocational qualification results

**Experience Essential (E) / Desirable (D)**

|  |  |
| --- | --- |
| Experience of using administrative systems and processes | **E** |
| Experience of a customer facing role including telephone, email and letter communications | **E** |
| Experience of data entry, processing and reporting | **E** |
| Experience of working in an office environment | **D** |
| Experience of using and maintaining a Customer Relationship Management (CRM) database tool  | **D** |
| Experience of working within an awarding organisation | **D** |

**Skills, knowledge and expertise:**

|  |  |
| --- | --- |
| Excellent written and verbal communication skills in English, of a standard which will enable the candidate to apply best practice communications with colleagues, contacts and customers in a business environment | **E** |
| High attention to detail and ability to work to a high degree of accuracy | **E** |
| Ability to communicate effectively with people of all levels and as part of a team | **E** |
| Ability to prioritise tasks to meet deadlines | **E** |
| Knowledge and skill in using Microsoft Word, Excel & Outlook (PowerPoint is desirable but not essential) | **E** |
| Skills in delivering high quality customer service | **E** |
| Able to take initiative when required and to recognise when it is essential to take advice | **E** |
| Commitment to self-development and a willingness to learn new skills | **E** |
| Ability to adapt to changing circumstances: Able to learn and retain our business processes and knowledge quickly, with the capability to adapt to evolving product and procedure changes readily | **E** |
| Knowledge of GDPR and the Data Protection Act 2018. Knowledge of safeguarding best practice | **D** |
| Knowledge of how an awarding body works within the education sector | **D** |
| Interest in working in the charity sector | **D** |

**Personal qualities**

|  |  |
| --- | --- |
| Highly organised, focussed, motivated and proactive, with a willingness to show initiative and meet deadlines | **E** |
| Calm and professional under pressure, remaining conscious of safeguarding and GDPR principles at all times | **E** |
| Flexible, friendly, constructive and helpful | **E** |
| Reliable, punctual and committed, with a ‘can-do’ approach | **E** |
| Confident and polite phone manner | **E** |
| To be available to serve our customers throughout our business hours and to provide colleague absence cover as needed | **E** |