

Recruitment bulletin for ASDAN's Centre Support Administrator

About the role:

We have a fantastic opportunity for a customer-focused and dynamic individual who has a high attention to detail to join ASDAN's Centre Support Team. You will be working with an established team to meet the needs of our members, prospective members and other stakeholders of ASDAN.

The role is being offered as a full-time, hybrid working role, with the opportunity to work partly from home and partly from our main office in St George. However, for the right candidate we would consider part-time working hours.

About us:

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to **engage, elevate and empower** learners with diverse needs.

Our goal is to engage learners through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of learners with diverse needs.

We believe that learners should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

For further information about ASDAN, please visit our website: asdan.org.uk.

Conditions and how to apply:

Contract:	Permanent
Salary:	26,600 per annum FTE
Hours of work:	37.5 hours per week FTE. Part-time hours across 3, 4 or 5 days would be considered, with specific hours and days to be agreed with the successful applicant, and the expectation of office attendance on a Tuesday
Pension:	Scottish Widows. Post-holder has option of two levels of contribution: • employee 3% employer 6% • employee 6% employer 9%
Leave entitlement:	Starting at 24 days per annum FTE, rising an additional day per year to maximum 32 days per annum FTE, in addition to statutory bank holidays.
Location:	This is a hybrid role, working partly from home and partly from our main office in St George, Bristol.

How to apply:

To apply for this position, please visit the vacancies section of the ASDAN website asdan.org.uk/vacancies, where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form, however only applications made using the application form will be considered. Within your application form, please include a clear outline of why you feel you would be suitable for the position, including examples of your skills and experience, referring to the person specification as appropriate. If you would like to apply for part-time hours, please indicate your preferred number of hours per week and work pattern on the application form or within your cover letter. Please email your application to personnel@asdan.org.uk.

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates:

Applications close: Noon Monday 21 September 2026

Interviews: Week commencing Monday 28 September 2026

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

Please contact personnel@asdan.org.uk for an informal conversation about this opportunity.

Job description

Accountable to:	Centre Support Manager
Responsible for:	Providing administrative and customer service support to ASDAN members and stakeholders
Liaison with:	Internal teams across ASDAN and external members and stakeholders

Job Purpose

To work collaboratively within 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 support duties in line with agreed procedures and service standards, supporting colleagues and contributing to effective team delivery.

To promote ASDAN's purpose, benefits and services, supporting membership engagement, growth and retention.

Key Responsibilities

- Member support and customer communication
- Membership engagement and retention
- Administration and order processing
- Team contribution and continuous improvement

Key Duties

The postholder will be responsible for delivering the following:

1. Member Support and Communication

- a) Respond to incoming calls and emails from members in a professional, friendly and timely manner.
- b) Provide accurate information and guidance on ASDAN programmes, services and processes, signposting where appropriate.
- c) Support proactive engagement with centres, working with relevant teams to maximise membership value.
- d) Support onboarding of new members, ensuring effective use of ASDAN systems and resources.

2. Membership Engagement and Promotion

- a) Promote ASDAN's purpose, values, benefits and services in all customer interactions.
- b) Build positive relationships with centres to support engagement and retention.
- c) Contribute to membership growth by confidently explaining ASDAN's offer and signposting appropriately.

3. Administration and Ordering Processing

- a) Process certificate requests and orders accurately and efficiently.
- b) Carry out administrative tasks relating to printing, packing, postage and tracking of certificates and orders.
- c) Manage replacement certificate requests and resolve delivery queries.
- d) Maintain accurate records on internal systems and databases.

4. Teamwork and Continuous Improvement

- a) Work collaboratively to meet team objectives and service standards.
- b) Support colleagues during busy periods and contribute to a positive and supportive team culture.

- c) Identify and contribute to improvements in processes and service delivery.

5. In Common with All staff

- a) To support the charitable purposes of ASDAN
- b) To actively work to secure the sustainability and growth of ASDAN
- c) To manage ASDAN's resources effectively and efficiently
- d) To provide the highest standards of customer service to customers of ASDAN
- e) To support collective leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders
- f) To participate in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post, supporting ASDAN's strategic objectives
- g) To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy
- h) To uphold and promote ASDAN's Equality policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity
- i) To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation
- j) To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods
- k) To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information
- l) To present an appropriate professional image of ASDAN

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 to this job description.

Person Specification

Education and Professional Qualifications	Essential or desirable
Good standard of general education (e.g. GCSEs or equivalent, including English and Maths)	Essential

Experience and Knowledge	Essential or desirable
Experience in an administration, customer service or support role	Essential
Experience working in an education, charity or awarding organisation	Desirable
Experience using databases or CRM systems	Desirable

Skills and Competencies	Essential or desirable
Strong customer service skills with a professional and approachable manner	Essential
Excellent written and verbal communication skills	Essential
Good organisational skills and attention to detail	Essential
Ability to manage multiple tasks and prioritise workload effectively	Essential
Confidence using IT systems, databases and MS Office applications	Essential
Ability to work effectively as part of a team	Essential

Personal Attributes	Essential or desirable
Positive, flexible and proactive approach to work	Essential
Collaborative and supportive team member	Essential
Reliable and organised, with the ability to work calmly under pressure	Essential

Values and Behaviours	Essential or desirable
Demonstrates a strong commitment to ASDAN's mission, values and charitable purpose	Essential
Works collaboratively and contributes positively to team culture	Essential
Demonstrates professionalism, reliability and accountability	Essential
Takes a proactive and solutions-focused approach to tasks and challenges	Essential

Behaviours and Values expected of all staff
Demonstrates a strong commitment to ASDAN's mission, values and charitable purpose
Actively works to secure the sustainability and growth of ASDAN, focusing on delivering on operational goals

Behaviours and Values expected of all staff
Manages ASDAN's resources effectively and efficiently
Provides the highest standards of customer service to customers of ASDAN, with a passion for ensuring positive learner outcomes
Participates in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post
Effectively promotes the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy
Promotes a positive and inclusive working culture, respecting the unique contribution of every individual
Is flexible, friendly and helpful, and a collaborative team player
Ensures awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation
Diligently applies the requirements and principles of GDPR with regards to the security and confidentiality of information
Demonstrates high levels of integrity, accountability and highly professional standards of behaviour