



## Job Description: Service Development Administrator

### Overview

The National Extension College (NEC) is an educational charity based in Cambridge which is part of the Open School Trust. NEC has provided tutor supported home study courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers and delivers blended learning programmes for public and private sector organisations.

### Job purpose

This role will provide administrative support to the Education and Quality Manager, the Senior Administrator: Exams and Assessment, and will work across the organisation. This role will be flexible and patterns will change throughout the year when one area needs more support than another.

### Key responsibilities

- ❖ deputising for the Senior Administrator: Exams and Assessments
- ❖ work with the Senior Administrator: Exams and Assessments to resolve any issues that may arise
- ❖ providing exam and coursework administration including processing of applications, liaising with students to try and resolve problems and issues
- ❖ dealing with queries from both learners and partnership centres, make exam and coursework entries, ensuring information provided to learners is accurate and lead on oral exam sessions held at NEC
- ❖ have a good understanding of examination requirements, exam entries and regulations
- ❖ leading and administer on the Enhanced service
- ❖ maintaining the relationships with partnership exam centres
- ❖ ensuring accurate and timely reporting for sponsors and helping with analysis where required
- ❖ providing adhoc admin support and help maintain the sponsor and sponsored learner relations
- ❖ providing adhoc admin support to Student Support
- ❖ generating reports from the learn@nec system
- ❖ providing holiday, sickness and general busy period cover where required across both Student Support and the Course Advice Team
- ❖ any other duties as required.

### Performance measurement

- ❖ all tasks completed to given deadlines
- ❖ ensuring robust systems to ensure 100% accuracy with exam entries

## **Skills, competencies and experience**

- ❖ excellent communication and presentation skills - both written and verbal
- ❖ good analytical skills -able to understand and present data
- ❖ proactive approach
- ❖ excellent attention to detail
- ❖ good time management
- ❖ IT literate and willing to learn new systems for example learn@nec
- ❖ experience of working in a customer service and/or administration role is essential

## **The person**

A proactive and customer focussed individual with drive and enthusiasm. A passion for education and the opportunities it presents to change lives, with a willingness to go above and beyond for NEC and it's students.

## **Additional information**

Contract:

12 month fixed term contract

Hours per week:

36 (Mon-Fri)

Salary point:

Point 32 £18,079 p.a.

Working arrangements:

The post holder will work at our office of Hills Road, Cambridge and there is no parking available.

Closing date:

28 February 2018

Start date:

ASAP

## **Application**

To apply, please email [helen.smith@nec.ac.uk](mailto:helen.smith@nec.ac.uk) with a CV and covering letter setting out:

- ❖ What appeals to you about the role
- ❖ The skills and experience you would be able to bring to the role
- ❖ The support and development you would need to be successful
- ❖ Your salary expectations