 **Job Description**

**Job Title:** Administrative Assistant

**Responsible to:** Business Development Manager

**Job Purpose:** To provide a comprehensive administrative service to the Business Development Unit incorporating the administration and organisation of courses.

**Principal Responsibilities**

1. To undertake all administrative tasks related to successfully starting a training project within the agreed timeframe;
2. To efficiently operate the College’s Customer Relations Management system and act as the face and voice of the College when dealing with customers;
3. To provide support with inbound calls from new and existing customers and listen and respond to their enquiries ensuring they are retained and acquired;
4. To provide accurate and up to date information on the full range of products and services providing an exceptional and responsive customer service for those who make contact with the College;
5. To provide a professional and responsive service to new and existing customer enquiries received by email;
6. To be an advocate for the College’s brand and contribute to the key performance outcomes of the Business Development Team;
7. To provide sales support to reach potential or existing customers during targeted marketing campaigns and events;
8. To provide the Business Development Unit Coordinator with weekly updates on progress of course administration and a monthly update report on activity;
9. To assist the Business Development Manager in ensuring the quality of key aspects such as course administration and delivery;
10. To provide administrative support to the Business Development Team.
11. To provide administrative support to the Business Development Manager;
12. To take minutes of meetings and update and communicate with the BDU team on meeting activities, actions and calendar planning;
13. To support the BDU Coordinator with administration tasks relating to course set up and delivery;
14. To support the wider college with college events such as open evenings and open days;

**College Responsibilities**

1. To actively promote the Diversity agenda within the College;
2. To promote and ensure safe working practices in line with Health and Safety requirements;
3. To take an active part in all College quality systems;
4. To contribute to and represent the overall visions and values of the College;
5. To comply with all College Information Security (IS) policies and procedures, attend relevant awareness training and to apply information security principles when dealing with staff and student information, in line with ISO standard 27001;
6. To adhere to all College policies and procedures;
7. To undertake professional development as required; and
8. To undertake other appropriate duties as required by the line manager.

It should be noted that this job description merely provides a resume of the main duties and responsibilities of the post and will be subject to periodic review in conjunction with your Line Manager and the Human Resources Manager which may lead to revisions in light of the operational requirements of the College.