

Job Description

Administrator (Skills Bootcamps)

Responsible to: Head of Apprenticeships and Adult Skills

Contract: Fixed term to 31 October 2027

Purpose of the Role

To provide proactive, accurate and effective administrative, learner and compliance support for the College's Skills Bootcamp provision.

The postholder will take ownership of key administrative processes throughout the Skills Bootcamp learner journey, ensuring records are accurate, funding evidence is complete, learners remain engaged and contractual requirements and deadlines are met.

The role requires an excellent eye for detail combined with the initiative and confidence to identify issues, follow up actions and work collaboratively with learners, colleagues, external training providers and funding partners.

Main Duties and Responsibilities

Learner and Programme Administration

- Create and maintain accurate records for all Skills Bootcamp learners, including their programme status and progression.
- Maintain learner and programme information across relevant College systems and trackers.
- Ensure documentation and evidence is obtained, recorded and stored accurately and in accordance with contractual requirements.
- Monitor learner records to identify missing, incomplete or inconsistent information and proactively follow this up.
- Maintain well-organised electronic records and audit trails.
- Support the administration of learner starts, participation, withdrawals, completions, achievements and progression outcomes.
- Complete registers on CEDAR using attendance information supplied by external training providers.
- Arrange examinations for learners where these are not provided by the external training provider.
- Arrange careers advice appointments for unemployed Skills Bootcamp learners where required.

Learner Engagement and Communication

- Act as a point of contact for learners and respond promptly and professionally to general Skills Bootcamp enquiries.

- Maintain regular contact with learners to monitor their engagement and progress.
- Follow up learners where engagement or required activity is outstanding and escalate concerns appropriately.
- Provide learners with relevant information and opportunities which may support their progression.
- Work with curriculum teams and external training providers to resolve learner queries and support participation.
- Ensure learner communications and actions are appropriately recorded.

Funding and Compliance

- Develop and maintain a detailed working knowledge of Skills Bootcamp contractual and funding requirements relevant to the role.
- Check learner documentation and supporting evidence against eligibility, funding and contractual requirements.
- Prepare and submit accurate funding claims to Essex County Council.
- Collate and supply the supporting documentation and evidence required for each claim.
- Submit or coordinate invoices relating to Skills Bootcamp funding claims.
- Maintain accurate records of funding claimed and outstanding funding opportunities.
- Ensure appropriate evidence is retained to support funding claims and contractual outcomes.
- Undertake regular checks of learner and programme records and identify potential compliance issues at an early stage.
- Follow up outstanding evidence and actions with learners, colleagues and training providers, escalating concerns where necessary.
- Support internal and external audit, monitoring and funding assurance activity.

Monitoring and Performance

- Maintain an accurate and up-to-date overview of learner status, engagement, outcomes and funding claims.
- Provide management with timely information regarding programme performance, funding and learner engagement.
- Provide information and reports to ECC as required.
- Monitor key contractual and administrative milestones and ensure actions are progressed within required timescales.
- Identify emerging risks, gaps or trends requiring management action.
- Support the monitoring of learner starts, retention, achievement and progression.
- Contribute to continuous improvement by identifying opportunities to make administrative and monitoring processes more efficient and effective.

Working with Others

- Develop effective working relationships with tutors, managers, MIS, Finance, Careers, enrolment teams and other College departments.
- Liaise effectively with external training providers to obtain attendance and other programme information.
- Communicate professionally with ECC and other external stakeholders as appropriate.
- Clearly communicate outstanding actions and deadlines and proactively follow these through to completion.
- Provide advice and guidance to colleagues about Skills Bootcamp administrative and evidence requirements within the scope of the role.
- Contribute positively to team and programme review meetings.

Adult Skills and General Responsibilities

- Provide administrative support for other Adult Skills activity where required and appropriate to the level of the role.
- Maintain confidentiality and manage learner and organisational data appropriately.
- Work in accordance with College policies and procedures, including data protection, safeguarding, equality and diversity and health and safety.
- Participate in relevant training and professional development.
- Undertake other reasonable duties consistent with the grade and responsibilities of the post.