

Person Specification

Administrator (Skills Bootcamps)

Essential Qualifications and Experience

- Good standard of general education, including English and maths.
- Experience of working in an administrative, data, compliance or coordination role.
- Experience of maintaining accurate records and working with detailed information.
- Experience of using Microsoft Office applications, particularly Excel, Outlook and Word.
- Experience of managing multiple priorities and working to fixed deadlines.
- Experience of communicating effectively with customers, learners or other service users.

Essential Knowledge and Skills

- Excellent attention to detail and commitment to accuracy.
- Strong organisational and administrative skills.
- Strong IT skills with confidence using spreadsheets, databases and electronic record systems.
- Ability to interpret requirements and apply them consistently.
- Ability to monitor information and identify gaps, discrepancies and outstanding actions.
- Ability to maintain accurate and well-organised records and audit trails.
- Ability to work confidently with financial and learner data.
- Ability to produce accurate information and reports for managers and external stakeholders.
- Strong verbal and written communication skills.
- Ability to communicate confidently and professionally with learners and colleagues at different levels.
- Ability to prioritise workload and manage fixed reporting deadlines.
- Good problem-solving skills and the ability to identify practical solutions.

Essential Personal Attributes

- Proactive and willing to take ownership of responsibilities through to completion.
- Confident in following up outstanding actions rather than waiting for information to be provided.
- Methodical, thorough and reliable.

- Comfortable working with detailed compliance requirements.
- Curious and willing to investigate discrepancies or potential problems.
- Able to anticipate upcoming deadlines and requirements and plan accordingly.
- Able to work independently and use initiative.
- Positive and solutions focused.
- Approachable and confident when dealing with learners.
- Able to develop positive working relationships with internal colleagues and external partners.
- Persistent and resilient when following up outstanding information or actions.
- Able to remain organised and accurate during busy reporting and funding claim periods.
- Commitment to providing a high standard of service.

Desirable

- Previous experience within further education, adult education or apprenticeship provision.
- Experience of Skills Bootcamps or other externally funded education or training programmes.
- Knowledge of funding compliance and evidence requirements.
- Experience of preparing or supporting funding claims and invoices.
- Experience of preparing information for audits or external monitoring.
- Experience of learner management information systems, including CEDAR or similar systems.
- Experience of working with external training providers.
- Experience of liaising with local authorities, funders or other external stakeholders.
- Understanding of data protection requirements relating to learner information.