



## Post Title: Centre Administrator (West Yorkshire) (f/t)

**Salary:** Commencement Salary £14,700 with increase to £15,600 after 6 months employment and £16,500 after 12 months. Potential earnings thereafter up to £18,300 pa with additional duties/increase in Centre occupancy/contract

Location / Hours / responsible to: Summary of role and main responsibilities	
<p>To provide high quality administration support to Centre Staff based at our Huddersfield Learning Centre, 1st Floor, Pearl Assurance House, John William Street, Huddersfield.                      Hours of work, Monday to Friday 8.30am to 5pm (37.5 hours per wk)/ Responsible to Centre Manager</p>	
General duties and responsibilities	Skill / Ability / Communication
<ul style="list-style-type: none"> <li>- To provide a consistently high standard of admin support to all Staff based at the Centre (Centre Manager/Tutors/Trainers/Business Development Advisors).</li> <li>- To take overall responsibility for Admin duties at the Centres, which is to encompass all administration relating to all our provisions/contracts (including App, Foundation and other learning)</li> <li>- Undertake registration procedure for all West Yorkshire Learners</li> <li>- General administration duties, including word-processing of internal/external correspondence for the centre based staff as and when required, including compilation of paperwork for the learner files, preparation of frameworks, photocopying, and issuing of leavers letters</li> <li>- Correct maintenance of Learner records and documentation, ensuring a sound understanding and knowledge, for general and audit purposes</li> <li>- Liaise with external organisations and customers on behalf of Centre-based staff and the Company</li> <li>- Assist Manager with preparation of Weekly and Monthly Reports and other reports as required</li> <li>- Welcoming visitors to the Company ranging from learners, school leavers and visitors from a variety of organisations – ensuring that they sign in/out accordingly</li> <li>- Arranging of interviews / booking of appointments</li> <li>- Check incoming mail is sorted, date stamped and forwarded to relevant staff and outgoing internal/external mail is addressed and dispatched accordingly</li> <li>- Check incoming E-Mails and distribute where appropriate</li> <li>- Register and schedule onscreen testing for Key Skills and Technical Certificate for learners</li> <li>- All telephone calls answered promptly, efficiently and passed to the relevant member of staff, taking clear messages when staff are unable to take the call and answering queries where possible</li> <li>- Admin staff to develop an understanding and knowledge of ILR paperwork, performing checks on all paperwork before sending to H.O. on a weekly basis and in accordance with period deadlines</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to build and maintain effective relationships with a broad range of people.</li> <li>- Ability to work systematically and prioritise workload</li> <li>- Demonstrate working to deadlines</li> <li>- Able to respond quickly to change</li> <li>- Strong written and verbal communication.</li> <li>- Outgoing, friendly and confident character, with good perception and motivation</li> <li>- Able to respond flexibly to the demands of the role.</li> <li>- Be open to Personal Development and willing to undertake further training</li> <li>- Fully committed to financial probity.</li> </ul>

# Role Profile

YH Training  
Head Office  
37-39 Falsgrave Road  
Scarborough



<ul style="list-style-type: none"><li>- Recording and production of accurate minutes at staff meetings and distribution to relevant staff</li><li>- Manage and maintain stationery supply</li><li>- Maintain tidiness of office at all times with adequate literature being available</li><li>- Follow the EMA procedure to ensure that relevant information is sent to payment body to ensure eligible learners receive EMA</li><li>- Regular maintenance of QAD master files kept electronically at the Centres</li><li>- Follow up of any issues concerning faulty / damaged equipment used by Centre staff</li><li>- Undertake additional duties commensurate with the level and salary step for the role</li></ul>	
<b>Company Responsibilities</b>	<b>Professional Training &amp; Qualifications</b>
<ul style="list-style-type: none"><li>- To maintain all records in line with YH / SFA/YPLA procedures and requirements</li><li>- To maintain own Continuous Professional Development with the support of YH, ensuring that minimum training hours are met and recorded &amp; to ensure knowledge and skills remain current and up to date</li><li>- Be aware of and adhere to Company Policies, practices &amp; procedures as detailed in the Employee Handbook</li><li>-</li></ul>	<ul style="list-style-type: none"><li>- 5 x GCSE/equivalent grades at A-C including Maths and English</li><li>- NVQ in Administration advantageous</li><li>- Vocational experience and knowledge</li><li>- Training Provider vocational experience advantageous</li></ul>