

JOB DESCRIPTION

| | |
|------------------------------|---|
| Job Title | Course Administrator |
| Department | The Bell Foundation |
| Reports to | Training Manager |
| Salary | £22,000- £26,609 |
| Location | UK |
| Role Purpose | To take responsibility for the administration of all courses, events and webinars across The Bell Foundation's programmes. You will embed, maintain and monitor systems and processes leading to effective course administration. Through a high-quality enrolment process you will ensure positive experience for any participants joining a Foundation course. You will provide administrative support where required to The Bell Foundation staff to ensure the smooth running of all programmatic work. |
| Main Responsibilities | <p>Administration of courses, webinars and other events</p> <ul style="list-style-type: none"> • Embed, maintain and monitor systems and processes for effective administration of courses, webinars and events across The Bell Foundation's programmes. • Manage all pre and post event communications with course participants, ensuring enquiries are dealt with promptly. • Provide administration of The Bell Foundation's Learner Management System leading to effective on-rolling and off-rolling of participants for online courses. • Ensure the Learner Management System is accurate and GDPR compliant after delivery of each course. • Work with the Foundation's Training and Communications teams to ensure events are advertised on Eventbrite in a timely and accurate manner. • Provide technical support for webinars and courses as required including managing technical tests for both internal and external speakers. • Monitor completion of course surveys and feedback and ensure internal tracking documents are accurate and up to date. • Schedule post course reviews after delivery of each course and ensure feedback data and learnings are shared with colleagues in advance. • Provide high quality administrative support to The Bell Foundation staff as required to ensure the smooth running of any courses, events or webinars. • Support in the delivery of The Bell Foundation's accreditation system with partner organisations. • Work with the Training and Communications teams to establish and embed systems and processes for effective use of a Customer Relationship Management Systems across all course administration. <p>Foundation Support</p> <ul style="list-style-type: none"> • Monitor and respond to enquiries received by phone and email. • Manage the diary for Head of Training and Resources. • Schedule and plan monthly training team meetings, and other team meetings as required. • Provide external meeting coordination where needed. • Book train tickets and accommodation for The Bell Foundation staff as required. • Book staff training or CPD sessions as required. • SharePoint maintenance and organisation. • Inventory of folders on SharePoint, folder by folder. |

| | |
|----------------|--|
| | <ul style="list-style-type: none"> • Ensure all old and unused documents are organised into Archive folders that are easily accessible. • Ensure remaining folders are organised in a logical manner for those that use them. <p>Data Protection</p> <ul style="list-style-type: none"> • Comply with the Foundation's systems to ensure compliance with all current charity, data protection, including the GDPR, equalities, safeguarding and other laws and regulations in relation to all aspects of the charity's activities and specifically in relation to digital activities. |
| General | <ul style="list-style-type: none"> • Maintain full manual and electronic records and audit trails. • Adhere to all statutory regulations and to The Bell Foundation's policies and procedures. • Protect at all times the confidentiality of information handled within the remit of the post. • Promote and safeguard the welfare of children and young persons you are responsible for and come into contact with. A DBS check will be requested in the event of a successful application. • Work irregular hours, including occasional overnight stays and travel within the UK as required. • Undertake other duties commensurate with the post, which the Foundation deems appropriate. |

| | |
|--------------------|-------------------|
| Compiled by | Katherine Solomon |
| Date | April 2022 |

This job description is not to be regarded as exclusive or exhaustive and does not form part of your contract terms. It is an outline of the post holder's areas of activity and responsibility and, like all such documents, will be amended from time to time, in the light of the changing needs of The Bell Foundation.

PERSON SPECIFICATION

| | |
|-------------------|--|
| Job Title | Course Administrator |
| Department | The Bell Foundation |
| | ESSENTIAL |
| Experience | <ul style="list-style-type: none"> • Experience of working in a comparable role with a proven track record of success. • Experience of maintaining and developing effective digital systems including: <ul style="list-style-type: none"> ○ Learner Management Systems, for example Moodle or Blackboard. ○ Customer Relationship Management Systems (CRMs). ○ Other online platforms (for example, Eventbrite, Mailchimp, Survey Monkey). • Experience of working with Salesforce, MS Office, including Word, Excel and PowerPoint. • Experience of managing, extracting and analysing evaluation and impact data. • Experience of day-to-day relationship management with external partners. • Experience of handling internal enquiries in an efficient and well-informed manner. |

| | |
|----------------------------------|--|
| | <ul style="list-style-type: none"> • Experience of proactive working within teams to improve skills and/or service delivered. |
| Personal Skills/Qualities | <ul style="list-style-type: none"> • Excellent numerical skills. • Excellent written and communication skills. • Ability to prioritise from a range of tasks and manage a work programme independently. • Methodical approach with high standard of accuracy and attention to detail. • Able to multitask and to work at pace to meet tight deadlines. • Strong interpersonal skills, confidence and the ability to work, communicate and listen effectively at all levels internally and externally with customers, partners and senior stakeholders. • Proactive, solution-focussed, innovative and self-motivated individual with a can-do attitude. • Able to work both on own initiative and as part of a team. • Integrity and discretion over confidential information. • Enthusiasm for and commitment to the Foundation's mission and programmes. |
| Special Requirements | <ul style="list-style-type: none"> • Occasional out of hours working may be required including occasional overnight stays and travel |
| Compiled by | Katherine Solomon |
| Date | April 2022 |

The Bell Foundation offers the following benefits:

- 25 days' annual leave per year plus 8 public holidays.
- Pension Scheme –5% employee/employer matching contributions. Employees can also choose to make their pension contributions via salary sacrifice.
- Options to Buy /Sell Annual Leave.
- BUPA Dental Plan.
- Free Eye Tests.
- Life Assurance Scheme.
- Tech Scheme.
- Cycle to Work Scheme.
- Health Assured Employee Assistance Plan.
- Free car parking on-site (Cambridge).
- Subsidised canteen on-site (Cambridge).