



Job Title	Business Administrator	Post Holder	
Department	Administration	Position Type	Full time - Permanent
Location	Shardlow	Line Manager	Operations Manager

DART MISSION:

To be responsive to learners and employers training requirements in the land-based sector. DART aims to provide a personalised service and a flexible approach to training in order to meet employers and learners individual needs.

DART VALUES:

- Put the learner and employer at the centre by responding to their needs and exceeding their expectations
- Commit to investing in training and development for all staff to realise their full potential whilst striving to maintain their work-life balance
- Care for the environment by embedding sustainable principles across the organisation
- Strive to increase participation from under-represented groups
- Promote and support Equality & Diversity where appropriate and reasonable, across all areas of practice
- Embed Safeguarding & Prevent agenda across all business activity

JOB DESCRIPTION

Responsible for: Establishing and running an efficient and comprehensive administration service to support the smooth and successful running of DART.

SPECIFIC RESPONSIBILITIES:

People

- Coordinate and maintain efficient up to date electronic people records, ensuring compliance with data processing and retention guidance.
- Coordinate the recruitment and selection process for new roles. Reviewing job descriptions alongside the Operations Manager, arranging advertising, collating applications, support shortlisting, organise the interview arrangements and the administration for confirmation of job offers.
- Coordinate an effective and supportive on-boarding process for new members of staff. Producing contractual paperwork, tracking induction and monitoring the completion of probation.
- Monitor, review and update DART policies, procedures and staff handbook ensuring information is up to date and complies with legislation.
- Proactively seek staff views and feedback and propose initiatives and actions to SMT to improve staff engagement and wellbeing.
- Coordinate the implementation of SMT approved reward and recognition initiatives, including bonus payments, performance rewards, Christmas meal etc.



- Co-ordinate the PDR process, creating the timetable of activity, liaising with the relevant manager to collate responses and ensure completion by the effective date.
- Working with the Operations Manager to compile an organisational training and CPD budgeted plan for the year.
- Promote a strong customer focus across the organisation.
- Promote and embed equality and diversity and good practice across the organisation, ensuring staff are aware of their responsibilities.
- Take responsibility for the co-ordination and administrative support of SMT, Operational Performance and Quality Improvement team meetings.

Safeguarding

- Provide administration support to the Operations Manager if and when required in support of learner welfare and safeguarding concerns.

Premises, facilities and health and safety

- Support the Operations Manager in all premises matters ensuring that facilities and are well managed.
- Assist the SMT to manage DART resources including vehicles and ensure any repairs or legislative requirements are actioned in a timely manner.
- Coordinate and lead the completion of any annual assessments for staff, such as DSE, lone working and driving questionnaires, providing SMT with identified improvement actions.
- Coordinate and track all DART equipment and liaise with staff to ensure people have the required resources for their role.
- Support staff by providing regular reminders and updates on the process for accident and near miss reporting to ensure all reportable incidents are submitted within appropriate timescales.
- Ensure health and safety legislation and good practice is observed at all times.
- Coordinate and support the business leads in the development, review and maintain standard operating procedures for key business processes across the organisation.
- Provide administration support during activities to process map, review and update business processes across the organisation on an annual or as required basis.

External Quality Marks

- Co-ordinate the submission, completion and review of external quality marks ensuring actions are timely, assigned and progress monitored.

Administration

- Providing administration support to financial processes, such as expense claims and invoice payments at DART, supporting the Operations Manager to ensure required timescales are adhered to.

ADDITIONAL INFORMATION



DART is a training provider operating within an ever changing educational environment and all staff are expected to participate constructively in DART events and activities and to adopt a flexible approach to their work.

Your job description will be reviewed during your annual Performance review interview and will be varied in the light of the changing business needs of the organisation.

The job description is not intended to be exhaustive and is only indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Your duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the role.

Person specification:

Required Qualifications:

- Level 2 grade C or above in maths and English
- Level 2 safeguarding qualification or commitment to study

Desirable Qualifications:

- IOSH qualification
- Level 3 Business Administration
- Level 2 IT

Required experience:

- Practical knowledge of setting up business processes and systems
- Experience of delivering excellent customer service within a customer focused role

Desirable experience:

- Experience within a training organisation or educational establishment
- Experience within a human resources role

Essential skills:

- Excellent organisational and time management skills
- Ability to effectively prioritise workloads
- Self-motivated with ability to motivate and enthuse others
- Tact and discretion, for dealing with confidential information
- Good written and spoken communication skills
- Accuracy and attention to detail
- A calm and professional manner
- A flexible and adaptable approach to work
- Good IT skills
- Strong communication skills
- Solid administrative skills
- Ability to build successful working relationships

Hours:

37.5 hours Monday – Friday (8.30am – 4.30pm)



Approved by		Date	
Last updated by		Date	
Signature of post holder		Date	