

**JOB DESCRIPTION**

*This job description outlines the key accountabilities of, and output required from, the postholder. It is not a definitive list and the role may well change and evolve over time.*

| **Job title:** | Course Administrator |
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| **Department / location:** | Operations Team / Canterbury Office |
| **Report to:** | Operations Team Leader |

| **Main purpose of the job:** |
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| To provide an efficient and effective administrative support function to Real Group Ltd. To answer outside telephone calls and transfer calls appropriately |
| **Key tasks and responsibilities:** |
| * To lead the administration of a selection of our Real Training courses. This will include overseeing the course administration for a number of MEd courses, processing bookings, managing end of course administration for tutors and delegates along with ensuring that the data and process requirements are met for the assessment board * Responding to client enquiries by e-mail and on the telephone to support delegates and tutors * To be responsible for ensuring phone calls are answered appropriately and transferred as required * To assist the Real Group marketing team. This may include being a member of the exhibition team * To work with various IT systems including a customer relationship management database (Gold Vision) keeping accurate records and tasks up to date * To offer administrative support for Directors as required. |
| **Measurable outputs:** |
| * When on telephone duty all calls answered politely and professionally within 3 rings * E-mails from clients or prospects are responded to using good written English and according to established protocols within 1 working day * Data entered into IT systems is accurate and up to date. Course bookings are put onto the CRM in a timely fashion and tasks actioned promptly * Customer feedback is positive. |
| **Person Specification** |
| * Excellent organisational and administrative skills. You will manage enquiries and bookings from delegates, maintain the records of delegates on our courses and regularly use the business’ CRM database system so careful data handling skills will be important * Clear and concise telephone communication skills with a passion for high-quality customer service. This role will be a main point of contact with new clients and existing clients over the phone * Competent written communication. You will be emailing and writing to delegates on our Masters level courses and the team of Educational Psychologists and partners that we work with * Good verbal communication, interpersonal and team working skills and the ability to work with a diverse range of customers and colleagues * Strong IT skills and the ability to multi-task across various applications and systems - additional training is possible * Experience working within an education environment is desirable as many of our clients are teachers/SENCOs and educational psychologists * The successful candidate may also be asked to attend occasional marketing events such as exhibitions * Self-motivation to achieve goals using your initiative, responsibility and attention to detail |
| **Practical requirements:** |
| * Attend relevant exhibitions in the UK * Attend team meetings either in, but not exclusively, the Real Group Canterbury or Greenwich offices * Core hours - 37.5 hours, 9.00am - 5.00pm Monday-Thursday taking a 30 minute unpaid break if working for a continuous period of more than 6 hours. These may be changed from time to time according to the needs of the business. |
| *The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.* |
| **Date: December 20202** |