



## **Tech Lancaster Learning Admin Support - Job Description**

Tech Lancaster is growing and we are looking for a new team member to help deliver Skills Bootcamps and develop our business. You will be joining a small team where you will have the opportunity to make a difference to Tech Lancaster on its journey but also in the community as Tech Lancaster enables people to access free skills training to kick start their careers.

We are looking for a confident person that is comfortable in working within small teams and independently. You will need to be a self starter full of enthusiasm, a flexible mindset and the ability to spin multiple plates at any one time!

### **Responsibilities for Learning Admin Support Position**

- Assisting course recruitment, assessing suitability of participants for the course.
- Onboarding participants onto the course, organising tutor sessions and practical labs.
- Monitoring progress through the course via existing systems, identifying and assisting participants who need additional support, or participants who would benefit from additional course materials to maximise learning.
- Client and participant engagement - working with programme participants to help keep participants on programme, electronic, virtual and face-to-face - which is key to our success.
- First line contact, telephone and email for participant enquiries.
- Working with DevOPs on training platform technical support queries and ongoing development.
- Assisting with marketing, including aspects of the day-to-day marketing activities - working with outsourced partners and subconsultants.
- Programme Operations - supporting the programme manager with planning and delivery.

### **Person Specification**

- 4 GCSEs including Maths and English, or numerical equivalents, or proven ability/experience.
- Reliable and conscientious.
- Ability to work unsupervised.
- Ability to talk confidently on the telephone.
- Organised and professional with an ability to manage own time and multitask.
- Highly motivated with experience of 5+ years in a similar role.
- Experience in an administration/educational administration role is desirable.
- Experience of talking with people from all different backgrounds
- Experience in the education sector would be beneficial.

## **Contract Terms**

- Initial 12 month contract with possibility of permanent role thereafter
- 27.5k per year pro rata depending on experience, performance bonuses available
- Typical 37.5 hour week (with flexi-time available) - Part Time or Job Share options available. Will require some evening work to support learners.
- Home working or Desk Space provided in (Lancaster, UK)