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| **AbilityNet Job Description**  |

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| **Job Title:** Administrator | **Department: Assessment Services –** Service Delivery |
| **Responsible to:** Holly Rushton  | **Title:** Administration Manager |

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| **Job Purpose** |
| To provide effective administration across AbilityNet’s Assessment Services by delivering administrative support as part of our front-line service. The main areas of responsibilities will be:* effective deployment of work for Assessment Services delivery
* supporting the delivery of AbilityNet’s strategic objectives through effective administrative procedures
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| **Principal Accountabilities** |
| * Booking/recording of Assessment Service activities in line with our Service Level Agreements (SLAs) and QAG guidelines
* Raising of purchase orders/issuing of invoices for all work carried out
* Providing administrative support to all DSA centres and regional offices
* Understand contractual and QAG guidelines and how they impact on delivery of services
* In line with the Administration & Customer Services Manager ensure information is received from customers and students and update them on appointment plans, responses and delays
* Ensure all NetSuite records are completed with all required details and kept up to date
* Distribute all Assessment reports, drafts and final copies, to relevant parties in accordance with contracts guidelines
* Handle all post-assessment administration work, including non-technical report content queries
* To undertake any other task consistent with the scope of the post as requested by the Customer Services Administration Manager
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| **Knowledge, Skills and Experience** |
| * Have an understanding of resource capabilities and ability to deploy appropriate resources to scheduled work
* Experience of working in a front-line, hands on customer role
* Recent experience of working in a demanding role requiring attention to detail within a fast-paced, target driven working environment
* Strong communication skills: written and verbal
* Excellent interpersonal skills, self-motivated and able to work as part of team
* Ability to manage own workload and priorities as required
* Ability to carry out job with minimum supervision
* Willingness to embrace changes in working practices
* Understanding of financial procedures
* Strong working knowledge of Microsoft Office and ICT skills
* Willingness to extend themselves beyond their normal duties when required to take on additional practical tasks and responsibilities
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This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.