



JOB DESCRIPTION

JOB Title: Apprentice Sales Support Administrator

Department: Business Development Team

Grade: **Apprentice rate**

Directly responsible to: Business Development Team Leader

Directly responsible for: N/A

PURPOSE OF JOB:

To act as the primary point of contact for customers of the Business Development Team

To administrate the colleges CRM system on a day-to-day basis

To provide a comprehensive administrative support service to the Business Development Team.

To participate in outbound telephone calls to employers to promote college services.



MAIN RESPONSIBILITIES AND DUTIES:

1. To act as the first point of contact for all employer related enquiries, providing relevant information or referring to the Business Development Team Leader / Business Advisors / Programme Areas.
2. To maintain and administrate the colleges CRM system ensuring data accuracy.
3. To maintain and update documentation and communications with employers.
4. Assist liaison with the marketing team to ensure employer marketing campaigns and materials are developed and delivered in a timely and high quality manner.
5. To provide administrative support duties, including providing support to the Business Development Team Leader and wider Business Development Team.
6. To set up and co-ordinate meetings including circulation of agendas, taking minutes, organisation of refreshments/room bookings and circulation of minutes within designated timescales.
7. To ensure the development of equality of opportunity throughout all aspects of service delivery and to comply with equality of opportunity within the team and in interactions with other college areas and external partnerships.
8. To assist in the preparation of College reports and attend meetings as appropriate
9. Must be willing to undertake appropriate training and staff development.
10. To be fully aware of and comply and promote all the Colleges policies, including Financial Regulations.
11. In carrying out their duties the appointee must comply with Health and Safety Regulations and their responsibilities within the Health and Safety Policy and be aware of the College statement on Health and Safety.
12. The post holder will be expected to work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of the Corporation.
13. Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.
14. Raise Purchase Orders as required.
15. Assist with the organisation and set up of internal events.



PHYSICAL CONDITIONS

Place of Work

The principal place of work will be at Bolton College's Deane Rd Campus. However, the post holder may be required to work on either a temporary or an indefinite basis at any premises at which the College may, from time to time, provide services or at other locations, mainly in the Bolton area when required. As part of their duties, the post holder may be required to travel within the United Kingdom. Such travel may include attendance at conferences or seminars for the purpose of maintaining and updating their professional skills.

Working Hours

The post holder will be expected to work such hours which are necessary for the proper performance of their duties and responsibilities. The post holder may, from time to time, be required to work on evenings/weekends sometimes at short notice, in which case time off in lieu will be given during the normal working week.

SOCIAL CONDITIONS

Probationary Period

If the post holder is a new employee to the College, the first 9 months of employment will be a probationary period, during which the suitability of the post holder for the position will be assessed. The College reserves the right to extend the probationary period if, in its opinion, circumstances so require. During the probationary period, employment may be terminated either by the post holder or by the College by giving written notice of one month. The College's Disciplinary Procedure will not apply during the probationary period.

Appraisal

The post holder will be required to participate in a staff appraisal scheme approved by the College.

In the interests of Health & Safety, smoking is not permitted in Bolton College.

Review

All job descriptions will be reviewed and adjusted annually as part of the appraisal cycle.

JOB DESCRIPTION PREPARED BY:

Business Development Team Leader

DATE:

14/03/2017