**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Post** Senior Administrative Assistant

**Term** 12-month contract with potential for extension

**Salary** Salary scale 7-9 (£25,573 - £27,471) plus 6% pension contribution

**Hours** 30 - 37 hours per week, by arrangement

**Role** To provide administrative support for the delivery of key products and services

**Responsible to** Head of Skills and Development (line management) and relevant project managers

**Place of work** Home based with occasional UK travel to attend meetings

**Main duties and responsibilities**

The Senior Administrative Assistant will support the delivery of the Institute’s projects, products and services including qualification development and assessment, training and professional development provision, accreditation of degree programmes and professional standards initiatives by

* providing administrative support for projects in line with grant funding requirements
* arranging, supporting and minuting meetings, assessments and accreditation activities
* providing administrative support for qualifications delivery in line with regulatory requirements
* liaising with customers, training providers, assessment staff and stakeholders
* updating documents and guidance material
* updating information on the Institute’s website and circulating information
* undertaking surveys and compiling data and reports for both internal and external audiences
* acting as a point of contact for enquiries from members and other stakeholders
* creating and maintaining accurate records in accordance with GDPR requirements, including on CIfA’s CRM database (training will be given)
* carrying out other duties as required

**PERSON SPECIFICATION**

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| **Essential** | **Preferred** |
| ***Education, knowledge and skills*** | |
| educated or qualified to Level 2 RQF or CQFW / Level 5 SCQF (GCSEs, N5s or relevant vocational qualification) | relevant qualification in business administration |
| IT proficient: confident using Office365 tools, spreadsheets and databases | experience of using websites and social media in a work environment |
| good administrative, customer services and communication skills | experience of working in a qualifications/training environment |
| previous experience of working in an office environment (either in person or remotely) with public/customer contact | an understanding of the role of professional institutes |
| ability to manage a diverse range of tasks, demands and deadlines | experience of supporting several staff members across a range of projects |
| good standard of written English |  |
| ***Behaviours*** | |
| personal commitment to CPD and the maintenance of professional standards and behaviour |  |
| ability to work effectively within a dispersed team |  |
| good personal organisation and attention to detail |  |
| ability to take responsibility for own work and demonstrate initiative |  |
| good teamworking skills |  |

Training will be provided