

JOB DESCRIPTION

JOB TITLE: Tracking Administrator	GRADE: B £19,542 - £21,569 per annum
DEPT: National Careers Service	WEEKLY HOURS OF WORK: 37
ACCOUNTABLE TO:	RESPONSIBLE FOR:

Adviza is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

JOB PURPOSE

- To support the daily delivery of the National Careers Service contract through administering of YETI (customer database)
- To ensure an efficient, effective and professional service is provided to customers, partners and stakeholders.
- To engage and track customers on their journey into positive outcomes
- To support delivery of excellent service to our customers

MAIN DUTIES AND RESPONSIBILITIES

- To proactively contact and track customers using different means: telephone, email, and tracking surveys to establish what they are currently doing concerning their Job and Learning progression.
- Maintaining information systems, including YETI, and other databases.
- Working with YETI includes inputting customer details, creating action plans, recording interventions and uploading outcomes relating to the contract and customer journey.
- Providing admin support to team members
- General administrative duties include the following:
 - CV creation including: creating CVs to individual advisors needs and styles, formatting CVs, filling CVs with relevant information and emailing CVs to advisors and clients.
 - Reminder and follow up calls/texts including calling/texting customers to remind them of their appointments, calling clients to follow them up on their progress with job searching, sending texts, and rearranging appointments.
 - Using of office equipment such as photocopiers and scanners
 - Collating files at the end of day
 - Taking messages or details of new appointments
 - Filing ,Post/franking and Shredding
 - Ordering all office supplies
 - Supporting delivery of group work/job fairs
- Liaising with partners such as DWP, Local colleges, employers
- Adhering laws and principles of GDPR
- To work as a team providing centre cover for team members as directed.

- Contribute to ensure that customer service delivery is continually improved in ways that meet the needs of the organisation as well as partners/stakeholders.
- To provide a proactive and ensure a high quality service is offered to customers, partners and stakeholders.
- All other appropriate duties required by the business as directed by management

SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)

Number of paid employees managed/supervised: 0

Number of FTE (Full Time Equivalents) employees 0 managed/supervised:

Budget to be managed by this post: £ 0000

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Appointing Manager Signature Date

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Employee Signature Date

PERSON SPECIFICATION

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KEY CRITERIA	ESSENTIAL (Minimum Requirements)	DESIRABLE
QUALIFICATIONS, TRAINING AND EXPERIENCE	<p>Able to demonstrate administrative qualifications and business experience.</p> <p>NVQ Level 2/3 Business Admin or related qualification</p>	
COMPETENCE SUMMARY (Knowledge, Abilities, Skills, Experience)	<p>Demonstrate an ability to use IT proficiently using Microsoft packages, the internet and management information systems.</p> <p>Able to work on own initiative and as well as part of a wider team.</p> <p>Excellent organisational skills including ability to prioritise work and meet agreed deadlines</p> <p>Excellent communication and interpersonal skills</p> <p>An enthusiastic and committed team player</p> <p>The ability to balance competing priorities</p>	
WORK-RELATED PERSONAL REQUIREMENTS	<p>Attention to detail working with confidential and sensitive data</p> <p>A flexible working approach</p>	<p>Able to maintain a positive attitude within challenging environments</p>

KEY CRITERIA	ESSENTIAL (Minimum Requirements)	DESIRABLE
	Trustworthy Able to cope under pressure	

SPECIAL FACTORS:
The post holder may be required to travel