



## WORK WITH US

### Job Description – Programme Administrator

March 2019

## **JOB DESCRIPTION: PROGRAMME ADMINISTRATOR**

Location:	40 Queen Street, London EC4R 1DD
Salary:	Up to £27,000 plus generous annual leave and pension
Responsible to:	Director of Communications & External Relations
Duration:	Full time, permanent

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**Applicants are asked to send their CV, with a covering letter explaining how they meet the 'person specification', by 22 March 2019 to Barney Roe, [barney.roe@charteredabs.org](mailto:barney.roe@charteredabs.org).**

### **Purpose of the post**

We are looking for an outstanding administrator to join our forward-thinking, friendly, and hardworking team. We are a business-minded, mission-led organisation motivated by our social and commercial goals. We exist to support our members to deliver a world class education and impactful research.

This post has been created at an exciting time for the Association. The Programme Administrator will play an important role in administering, auditing and providing customer services for our new CPD scheme for business school educators – the Certified Management & Business Educator (CMBE).

The CMBE scheme has been created in response to demand from our members to meet the need to provide continuous professional development and recognition for university teaching faculty. Business is the most popular subject for students studying in the UK and there is increasing pressure on universities to deliver and demonstrate higher standards of teaching. We are taking the initiative in the sector to support university business schools and faculty to develop and enhance their teaching provision.

The main purpose of this role is to manage the efficient administration of the CMBE scheme. This involves processing applicants using our CRM and online systems; providing customer services and support to subscribers; undertaking audits of annual subscriber CPD submissions; and producing reports for the team. The post-holder will also provide secretariat support (e.g. meeting coordination, minute-taking) to the CMBE Committee and will work with the Professional Development Coordinator to organise CPD events and workshops.

We are looking for a confident team player with a friendly approach and can-do attitude. The ideal candidate will have knowledge of how to administer data with proven experience of using CRM systems and will have come from an educational, membership or customer service background. Secretariat and governance experience will also be valued.

Proven administrative and communication skills (written and verbal) are essential, as well as strong experience of using Microsoft Office, in particular Word, Outlook and Excel.

**Applicants must have the right to work in the UK.**

## Principal job functions & main tasks

### 1. Administering the scheme and customer services:

- a. Process applicants and check they meet the criteria;
- b. Manage communication with successful and unsuccessful applicants in a prompt and timely manner;
- c. Handle and respond to queries from subscribers and prospective subscribers, including providing support through the application, auditing and renewal requirements;
- d. Manage the auditing of subscribers, which includes:
  - i. Notifying subscribers
  - ii. Providing support to subscribers
  - iii. Ensuring submissions are made on time and are complete
- e. Ensure all subscriber data is kept up-to-date in the database;
- f. Support subscribers involved in the peer-review feature;
- g. Monitor and provide regular reports on the status of subscribers, evidence submissions, audited subscribers, and renewals;
- h. Work with the finance manager to reconcile subscriber fees with our central accounts.

### 2. Governance secretariat

- a. Assist in the management and administration of the CMBE Committee;
- b. Collate reports;
- c. Draft and circulate agendas and meeting papers for quarterly meetings;
- d. Minute-taking in Committee meetings. Write up and circulate minutes, and follow up with individuals on agreed actions;
- e. Feedback to Chartered ABS colleagues any issues raised at the committee meetings.

### 3. Other

- a. When required, support the delivery of CPD event logistics and administration such as: pre-event delegate liaison, on-site registration and delegate support; event set up; venue sourcing and venue liaison; booking accommodation and travel;
- b. Work with the Professional Development coordinator to assess and verify third party CPD events for inclusion in the CPD provision listings.

## Person Specification

Candidates must be able to demonstrate that they meet the 'essential' criteria.

<b>SKILLS / ABILITIES</b>	<b>Essential</b>	<b>Desirable</b>
Outstanding organisational and administrative skills.	Yes	
Excellent customer services skills.	Yes	
Excellent oral and written communication skills, including the ability to turn complex information into plain English.	Yes	
Ability to communicate effectively and confidently with internal and external stakeholders and the general public.	Yes	
Confidence to make recommendations to senior staff and to manage expectations.	Yes	
Demonstrable expertise in the use of IT tools including Outlook, Word, and Excel.	Yes	
Ability to use Customer Relationship Management (CRM) systems and manage data accurately and in accordance with data protection law.	Yes	
Ability to work at a high level of confidentiality.	Yes	
Excellent multi-tasker who works well under pressure and to tight deadlines.	Yes	
Excellent attention to detail and due diligence.	Yes	
Ability to work under own initiative.	Yes	
Ability to work collaboratively and as a member of a team.	Yes	
Ability to edit web pages via a website CMS.		Yes

<b>KNOWLEDGE</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of CPD schemes and professional bodies.		Yes
Knowledge of UK system of higher education.		Yes
Knowledge of UK business and management education.		Yes
Knowledge of the Chartered ABS and its activities.		Yes

<b>EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>
Experience as an administrator.	Yes	
Experience in producing agendas and writing minutes for committees.	Yes	
Experience administering a CPD scheme.		Yes
Experience of working within an educational setting; membership or professional body; or an association.		Yes
Experience in operating in a secretariat role or board governance role.		Yes
Experience in project management.		Yes

<b>QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>
Education to degree level (or equivalent qualification).		Yes