

Skills Administrator

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| Department: | Children, Young People, Education and Skills (CYPES) |
| Section: | Young People, Further Education, Higher Education and Skills |
| Reports to: | Skills Mentors Team Leader |
| JE Ref: | CYP1155 |
| Grade: CS06 | JE Date: 11/08/2023 |

Job purpose

To manage the day-to-day administrative functions of Skills Jersey. To maintain close contact with training providers, employers, apprentices, schools, parents, students, and other professional staff involved with Skills Jersey and act as the first point of contact for public enquiries.

Job specific outcomes

1. To be the first point of contact (phone, face to face and email) for Skills Jersey on the reception desk which will include the general public, industry representatives, trainers and trainees, young people attending training and meetings, Government Colleagues of all ranks which will include politicians.
2. Maintain the room bookings for Skills Jersey using Outlook calendars and assist other users of the building.
3. Sort and attend to all mail received into the department.
4. Provide Skills Jersey with secretarial support and undertake and maintain administrative processes to ensure effective functioning of the service.
5. Process orders, invoices and purchase card transactions for the service.
6. Arrange the venue for meetings and events such as presentation evenings, negotiating with suppliers and acting as a point of contact for enquiries, to ensure all arrangements are made in an effective and efficient manner.
7. Attend skills events to provide administrative support.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

<Delete the following statement if not applicable>

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

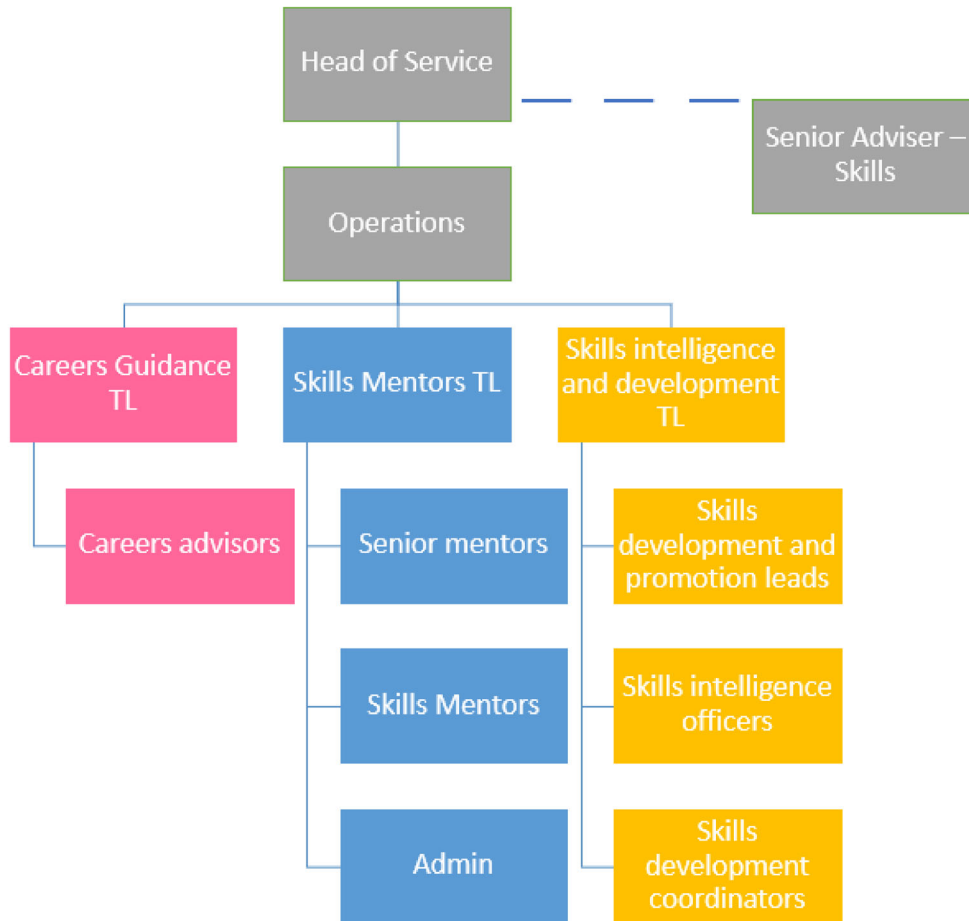
- List the primary service areas that are accountable to the role
- XX
- XX

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|--------------------------------------|--|------------------|
| Qualifications | Educated at a minimum of Level 3. | |
| Knowledge | Working knowledge of relevant systems (e.g. Microsoft Office), equipment, processes and procedures including standard software packages, with limited use of non-standard software. | |
| Technical / Work-based Skills | Good literacy, numeracy and ICT skills. Driving license Strong communication | |
| General Skills/Attributes | Liaise with customers with a confident approach. Ability to deal with sensitive situations and confidential information at a professional level. Very good organisational and team working skills. | |
| Experience | Previous experience in a customer facing administration role. | |

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.