

## Job Description

Job Title	EMPLOYER HUB ADMINISTRATOR/RECEPTIONIST
Salary Range	Lecturer Scale, Fixed Point 22 £23,973 per annum, pro rata
Section	Engagement
Hours per Week	16
Terms of Employment	Temporary Full Year Support Contract until 31 <sup>st</sup> March 2026
Annual Leave Entitlement	28* Days pro rata + Bank Holiday entitlement and College Closure Days
Responsible to	Head of Engagement via Deputy Manager

\*2 days to be taken on identified dates during the Christmas closure period as notified on the College Calendar

### **Job Purpose:**

The Employer Hub @LMC project, funded through the UK Shared Prosperity Fund, will provide businesses across the district with access to training and support in line with the local skills demand. This role will support with the daily administration of the Employer Hub including:

- providing an efficient reception service to Employer Hub visitors and delegates
- overseeing Employer Hub & UKSPF course bookings and related administrative tasks
- performing a range of general, customer-facing services including providing information on short courses and booking processes

### **Key Tasks / Responsibilities:**

1. Provide a professional, efficient and courteous reception service to Employer Hub visitors and delegates, dealing promptly with enquiries by telephone, email and in person in a professional and helpful manner at all times
2. Oversee the administration of Employer Hub; organising room bookings & UKSPF courses, managing rotas, collating evaluations, and hosting clients in a customer friendly manner.
3. Support the Employer Engagement and Marketing teams to promote the facilities and courses to employers across the district.
4. Liaise with the LMC Estates and Catering teams to ensure rooms are set-up for training purposes and refreshments are ordered for events.
5. Provide general administration duties to support colleagues across the Engagement Team, where required.
6. Other duties commensurate with the grade of post, including exam invigilation, as required.

**College Responsibilities:**

- Contribute to the quality improvement process;
- Work within health and safety guidelines and be aware of your responsibilities for health and safety;
- Adhere to College policies and procedures;
- Promote and safeguard the welfare of young persons and vulnerable adults;
- Value diversity and promote equality and diversity;
- Undertake professional development to ensure skills and qualifications are up to date;
- Participate in meetings and events as required.
- Work co-operatively with colleagues and show commitment to the College and its mission;
- Adhere to College Values: **Collaborative; Inclusive; Aspirational**

Disclosure & Barring Service: **This post is subject to an enhanced DBS criminal check.**

## Person Specification

Attributes	Essential	Desirable	Measured by
Experience	<ul style="list-style-type: none"> <li>• Experience of working in a busy office-based administration team covering a wide range of duties</li> <li>• Administration including managing information and production of reports</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in an education/training environment</li> <li>• Awareness of work-based learning / employer training programmes &amp; opportunities</li> </ul>	Application form and interview
Qualifications	<ul style="list-style-type: none"> <li>• GCSE Grade 4/C or above in Maths and English (or equivalent Level 2)*</li> </ul>	<ul style="list-style-type: none"> <li>• IT qualification</li> <li>• Business Administration/Customer Service qualification</li> </ul>	Application form and interview
Skills / Abilities	<ul style="list-style-type: none"> <li>• Excellent customer service skills and a pleasant helpful manner</li> <li>• Excellent computer skills including the use of Office 365, spreadsheets, databases and word processing packages</li> <li>• High standard of English and numeracy, accuracy and attention to detail</li> <li>• Aptitude for problem-solving, ability to cope with pressure and meet deadlines</li> <li>• Systematic, accurate and consistent approach to work with excellent organisational and administrative skills</li> <li>• Ability to deal tactfully and sensitively with difficult clients</li> </ul>	<ul style="list-style-type: none"> <li>• Use of CRM system or equivalent</li> </ul>	Application form and interview
Personal	<ul style="list-style-type: none"> <li>• A flexible approach to work and smart appearance</li> <li>• Ability to work effectively with internal and external colleagues at all levels</li> <li>• Ability to work on own initiative</li> </ul>		Application form and interview

\* You will be required to undertake a Literacy and/or Numeracy assessment at, or immediately after interview, if you do not have these qualifications or cannot provide the relevant certificates



## Collaborative

### Agreed behaviours

- Work together to maximise opportunities
- Build strong and productive relationships
- Support each other to achieve shared goals
- Communicate in an honest and trustworthy manner
- Learn from each other

## Inclusive

### Agreed behaviours

- Listen and value the views of others, demonstrating mutual respect and empathy
- Create a welcoming, safe and supportive environment
- Promote a sense of community, belonging and pride in place
- Champion equality, diversity and opportunity for all

## Aspirational

### Agreed behaviours

- Lead by example, role modelling high standards
- Celebrate progress and achievement
- Take responsibility and be accountable
- Embrace new challenges confidently
- Continually strive to improve