

**JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Administrator - Client Services Team</b>
<b>RESPONSIBLE TO</b>	<b>Client Services Manager</b>
<b>JOB SUMMARY</b>	<b>To provide highly efficient and effective administrative support within the Client Services Team. To go above and beyond to ensure clients and candidates are completely satisfied with the support provided.</b>

**MAIN TASKS AND RESPONSIBILITIES:****1. In common with all other staff:**

- 1.1 To contribute and support IoLET's vision, values and strategic objectives
- 1.2 To perform the role of a good ambassador for the organisation at all times
- 1.3 To ensure security and confidentiality of all qualification and examination information handled
- 1.4 To be proactive and flexible by supporting and assisting IoLET staff and functions as and when necessary
- 1.5 To promote IoLET qualifications and examinations in collaboration with both CIOL and IoLET staff
- 1.6 To actively partake in any other duties necessary for the smooth running of the qualifications and organisation

**2. Main Purpose and Scope of the Post:**

- 2.1 To support all administrative aspects of information management (including confidential and sensitive information)
- 2.2 To liaise with clients by managing email, telephone and face to face enquiries
- 2.3 To manage messages and documentation efficiently and accurately
- 2.4 To provide assistance and support at events
- 2.5 To assist and respond to enquiries by collating, copying and distributing messages and documentation internally
- 2.6 To manage inboxes, maintain accurate records and a comprehensive filing system as requested
- 2.7 To prepare materials for despatch
- 2.8 To receive and process incoming materials
- 2.9 To prepare and update a variety of documents, notifications and reports

**3. Knowledge and Experience:**

- 3.1 Educated to A Level, or equivalent
- 3.2 NVQ3 business administration or equivalent, an advantage
- 3.3 A clear understanding of client service skills and attributes
- 3.4 At least 2 years' experience in a similar role

**4. Skills and Personal Requirements:**

- 4.1 Good eye for detail, ensuring own work meets high quality standards at all times
- 4.2 Ability to deal with large volume tasks whilst maintaining a close check on detail
- 4.3 Intermediate use of MS Office (specifically Excel, Word and Power Point)
- 4.4 Effective time management

- 4.5 Excellent communicator, with a very high standard of spoken English as well as a good grasp of English grammar and syntax
- 4.6 Excellent organisational skills and confident in managing multiple tasks and prioritising workload
- 4.7 Excellent interpersonal and relationship skills at all levels
- 4.8 Proactive team player

**5. Behaviours:**

- 5.1 Adaptable to change
- 5.2 Positive problem solver
- 5.3 Deadline and goal-focused
- 5.4 Ability to complete tasks independently within agreed timescales
- 5.5 Calm under pressure
- 5.6 Sensitive to operating in a regulated environment
- 5.7 Customer focused

The above job description covers the main duties of this position as at September 2018.

The IoL Educational Trust (IoLET) reserves the right to review and revise all job descriptions from time to time according to business need. Any future review or revision will be carried out in consultation with individual members of staff.