**Logo, company name

Description automatically generatedJob Description**

**Academic Administrator**

**Hours of Work:** 37½ hours per week, Mondays to Fridays

**Hourly rate:** £12.21 - £12.50 per hour

**Salary:** £23,809- £24,375per annum

**Pay** Monthly

**Holidays**: 4 weeks per year plus statutory bank holidays

**Permanent contract** Subject to satisfactory 6 months’ probation period.

The Sherwood Institute is an educational organisation providing professional training in Psychotherapy and Counselling. We are seeking an experienced administrator with excellent interpersonal and organisational skills to join our administration team in our small but busy office. The post is Mondays to Fridays, 7.5 hours per day.

As an Academic Administrator you will support the delivery of degree courses programmes. This will involve the preparation of documents and resources for workshops, maintaining student records and assessment data, liaising with teaching staff and communicating with students amongst other duties.

The successful applicant must have at least 2 years administrative experience, preferably within an academic office, and must have excellent organisational, administration and IT skills. They must be educated to GCSE, or preferably A level equivalent and have a qualification in office administration. The post incorporates a wide variety of tasks and responsibilities hence the successful candidate will need to be flexible and adaptable. They will be able to work as part of a team and to use their own initiative. Excellent interpersonal skills, with a pleasant, confident and engaging manner are essential in order to respond to and work closely with current students, graduates and staff.

**Main Tasks and** **Responsibilities**

* Responsible for the administration of allocated courses.
* Responding to telephone and email enquiries from students and academic staff.
* Data inputting, maintaining and updating database (Access).
* Maintaining accurate student records.
* Collation of course materials and resources.
* Processing student assignments and documentation.
* Liaison with Programme Leaders and academic teaching staff.
* Liaison with partner organisations on behalf of Directors and Programme Leaders.
* Maintaining and updating filing, both paper and electronic.
* Sort incoming post, frank outgoing mail, filing, shredding.
* Use of library loans database to return, renew and loan resources to students.

**Company benefits**

In return we can offer you a competitive salary in a small but dynamic organisation, with flexible working hours and in a city centre location.

**Person Specification – Academic Administrator**

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|  | **Essential** | **Advantageous** |
| **Qualifications** | * GCSE or above * Qualification in office administration/management | * GCSE A level |
| **Skills** | * Excellent written and oral communication skills * Excellent inter-personal skills * Excellent IT skills (Microsoft Office, Word, Excel, Access, Internet) * Excellent organisational and time-management skills * Excellent administration skills * Excellent team working skills * Ability to work under pressure of multiple deadlines and to prioritise and manage time effectively * Excellent attention to detail * Commitment to customer service * Calm under pressure | * Knowledge and use of web tools and Moodle |
| **Experience** | * At least 2 years office experience providing effective and efficient administrative support * Proficient in use of databases * Working in a team and independently * Working under pressure | * More than 2 years office experience * Experience of office management * Experience of work in an educational or counselling setting |
| **Personal qualities** | * A pleasant, confident and engaging manner * Friendly and enjoys working with people |  |