



Dorset and Somerset Training Provider Network Ltd (DSTPN) is a not for profit company limited by guarantee with a membership consisting of fee-paying members who are training organisations, colleges, employers, and stakeholder bodies delivering and working in the post 16 education and training sector.

DSTPN provide a range of services for the membership and community and are working in partnership with Somerset County Council to manage and deliver the Skills for Growth (SfG) project funded by the European Social fund. This role is to support DSTPN deliver the SfG projects Skill Up and Springboard.

DSTPN are a team of 6 currently delivering the organisation member services and project objectives.

To apply for the job role please complete the application form that can be downloaded from [Vacancies – DSTPN](#) and submit to Rod Davis r.davis@dstpn.co.uk by Friday 5th November 2021

The candidates selected for interview will be notified on Monday 8th November 2021.

Interviews will be held in person if Coronavirus requirements and safety allows or via Microsoft Teams on Monday 15th November 2021, The interview panel will consist of 3 members maximum.

Safer recruitment practice will be applied to this role and the successful candidate may be required to undertake a DBS check and continued employment may depend on the outcome of the check.

Job Title:	Administrator 0.6 Full Time Equivalent (22.5 hours per week)		
Salary and benefits	£24,000 per annum pro rata to the hours, work from home, flexible hours possible ensuring objectives can be met, pension and travel expenses where appropriate		
Note:	This post is funded by the European Social Fund until June 2023		
Department:	DSTPN		
Reporting to:	Manager		
Essential experience required	See person specification on page 2		
Overall Purpose of Job:	To set up, produce, maintain and manage project administration and communications content, procedures, processes and records, including support for the social media channels. Organise and prioritise workload to assist the company to deliver business objectives in an economical, timely and professional manner and in accordance with best practice and contractual requirements.		
Key Responsibility Area	Summary of Responsibility	Typical Activities	Key Performance Indicators
Administration and support	To set up, produce, maintain and manage project administration and communications procedures, content, processes and records. Organise and prioritise workload to assist the company to deliver business objectives	<p>Prepare and maintain project administration processes</p> <p>Support the preparation of communications and social media content</p> <p>Support the company and projects social media accounts</p>	<ul style="list-style-type: none"> • Priorities met • Timely and accurate completion of work • Meet the contracting body requirements • Meet the project requirements • Social media analysis stats • Feedback from customers • Feedback colleagues • Feedback from Manager
Health and Safety	To operate within and contribute to an environment that is healthy and safe	<ul style="list-style-type: none"> • The working environment is monitored for safety and concerns reported and corrective action taken as necessary • All accidents are recorded in line with current procedures 	<ul style="list-style-type: none"> • Weaknesses raised are rectified in a timely manner • Feedback from audits
Customer Service	To ensure that customers and colleagues are satisfied with the level of service provided and are dealt with.	<ul style="list-style-type: none"> • Deal with queries from customers or colleagues • To provide extra support where necessary 	<ul style="list-style-type: none"> • Feedback from customers or colleagues • Feedback from quality audits • Number of unresolved issues
Quality	To ensure the company	<ul style="list-style-type: none"> • Communication with the 	<ul style="list-style-type: none"> • Feedback from quality audits

	and other regulatory bodies quality standards are maintained or exceeded	team and stakeholders <ul style="list-style-type: none"> • Action responsibilities as indicated from quality audits • Attend staff meetings to verify standards and practices • Completion and submission of required paperwork • Continuously improve own knowledge of occupational /professional standards • Share best practice within the company • Generate creative ideas and improvements for delivery team and company and engage team in ideas 	<ul style="list-style-type: none"> • Number of queries from paperwork • Feedback from stakeholder sand customers • Number of ideas generated and actioned and quality of benefits seen by the company
Agreed by Jobholder(s): Agreed by Manager:		Signed:.....Date..... Signed..... Date.....	

Person specification		
Attribute	Essential	Desirable
Intermediate or Advanced Apprenticeship in Business Administration or level 2 or Level 3 qualification in Business Administration.		✓
Worked in Further Education or a Training Provider in a relevant role for at least two years		✓
IT, MS Office, Office 365 Literate	✓	
Social media literate	✓	
Effective communication skills	✓	
Planning and organisation skills		✓
Strong administration skills	✓	
Up to date Literacy and Numeracy skills GCSE English and Maths at grade C or above or equivalent		✓
The ability to work in a team and independently	✓	
Good interpersonal skills		✓
Honest and trustworthy		✓