

CIH Job Description



Job title:	Housing Academy Senior Administrator
Department:	Knowledge and Learning - Professional Standards
Reports to:	Housing Academy Operations Manager
Management of:	None
Location:	Coventry - Hybrid
Grade:	A4
Date prepared:	20 July 2020
Job Purpose: <ol style="list-style-type: none">1. To provide a high level of administrative support for the learning programmes, qualifications and training offer of the CIH Housing Academy to achieve business objectives.2. To provide excellent service and develop relationships with CIH customers, associates and internal colleagues so that commercial targets and business objectives are met.3. To coordinate and lead on specific projects to support the development of academy functions	
Key responsibilities: <ol style="list-style-type: none">1. To provide a high quality service to academy customers by telephone, in writing, by email and in person2. To advise prospective users about the CIH Housing Academy, its courses, training and programmes as well as other services it offers and follow up enquires to maximise registration income3. To support individuals throughout their course or programme, from registration to completion4. Work with tutors, trainers and assessors to ensure the delivery of programmes meets the needs of customers and is consistent in quality5. To maintain and update manual and computerised records of learners/individuals/programmes, to ensure that all records are kept up to date and evidenced.6. To work with the operations manager and take the lead of specific projects that support and enhance the ongoing development of academy functions.7. To assist with the production and uploading of study, training and courses or website materials including presentation, formatting and proof reading in liaison with teams and other staff to ensure a high level of consistency and quality is maintained;8. To provide general administrative support to the Housing academy team to support the achievement of objectives9. Maintaining and updating manual and computerised records of learners/individuals/programmes, to ensure that all records are kept up to date and evidenced, through CRM and other databases.	



Knowledge, skills and experience (e=essential d= desirable)

Knowledge and Experience

1. Knowledge of training/education environments (d)
2. Experience of working to targets (e)
3. Experience of administrative systems and procedures(e)
4. Experience of serving the customer and continually improving services(e)

Skills

5. Microsoft Office applications (e)
6. Attention to detail (e)
7. Good Organisational skills(e)
8. Customer Service (e)

Other information:

May involve some travel within the UK

Signed: Sarah Dunkerley

Date: July 2019

Reviewed: July 2019