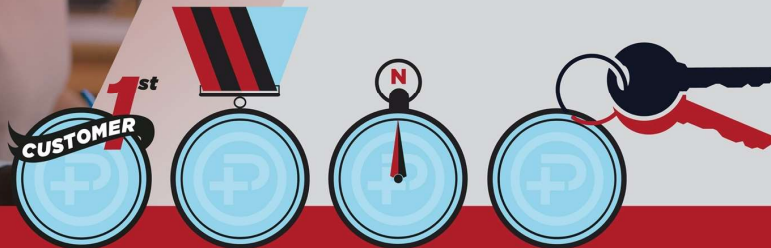


**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE: Central Operations Administrator

DEPARTMENT Central Operations

REPORTING TO Central Operations Team Leader

CAREER GROUP Delivery

DISCLOSURE LEVEL Basic

MAIN PURPOSE OF THE ROLE:

Reporting to Central Operations Team Leader you will be responsible for ensuring that the processes, procedures and systems pertaining to all administrative functions are accurately and efficiently delivered to time and quality. As a Central Operations Administrator, the post holder will be responsible for ensuring that administrative functions are accurately and efficiently delivered across various contracts. Responsibilities include managing inbound calls and handling general enquiries. Additionally, the post holder will collaborate with the senior team to process both internal and external invoices and cash receipts.

KEY RESPONSIBILITIES

- In a professional manner, deal with various inbound calls.
- Validate and audit company outcomes to ensure accurate financial claims are reported, using a wide variety of IT systems.
- Data inputting into the various IT systems.
- Carry out a variety of tasks in order to update internal MI systems and external customer systems where appropriate effectively.
- Undertake such other duties as could reasonably be expected of the post holder.
- Ensure internal and external governance procedures and expectations are followed, and proactively highlight where there are concerns.

PERSON SPECIFICATION		
Requirement	Essential	Desirable
Skills, knowledge and abilities	✓	✓
Proven ability to use a wide range of IT including Excel, Word, and internet/email/web, databases, including use of complex data bases	✓	
The ability to work with several different Welfare to Work & ESFA systems		✓
Exceptionally High degree of accuracy in work	✓	
Organised and methodical manner of working	✓	
Ability to work under pressure whilst maintaining attention to detail	✓	
Ability to plan, prioritise and implement own workload	✓	
Ability to work well in a team	✓	
Respond well to change	✓	
Experience	✓	✓
Demonstrable experience of Business Administration, preferably Financial claims administration, data inputting and motivated by accuracy and detail.	✓	
Knowledge of Scottish Government/ DWP/JCP/ESFA and ESF programmes		✓
Experience in public sector programme provision and associated funding mechanisms, including Adult Education Budget, ESF and Apprenticeships		✓
Experience of use PICS, JMS and Maytas systems.		✓
Education, training and qualifications	✓	✓
Business Administration Qualification		✓
Comprehensive understanding and usage of Microsoft Office packages	✓	
Minimum 2 or above in English and Math's (Ability not qualification)	✓	

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS		Essentials	Desirable
	Customer First - Helping our customers improve their lives is our 'why'.	✓	
	True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	
	Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.	✓	
	Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.	✓	