**Who we are?**

This is an exciting time to join the TCHC Group. TCHC Group was set up in August 2004. Since then, we have continued to develop and deliver programmes to support both young people and adults to learn, achieve and progress toward greater opportunities. TCHC is an organisation that believes in creating opportunities for all. It is an organisation that is ethical, friendly, and considerate and encompasses these values in all its services and operations. Most of all we believe in working together as a team to create opportunities for the individuals we work with to grow, to help them recognise and achieve their aspirations and goals and attain a positive outcome.

Staff are valued and recognised for the contribution they make towards the organisation’s vision and goals and the effective support they provide to the individuals we engage with. We have a strong belief that success is created together; one of the reasons why we are a great employer to work for.

***TCHC is a disability confident committed employer.***

**Who are we looking for?**

TCHC is looking for an experienced Further Education Administrator to take responsibility for the processing of the individual learning records (ILR) under the direction of the Admin and Compliance Manager. Responsible for the coordination and administration of student funding data for Further Education (FE) provision. Ensuring accurate data is analysed and input onto the ILR so that funding received from the Education and Skills Funding Agency is maximised and audit conditions are met.

Be part of a team that makes a difference.

|  |  |
| --- | --- |
| **Job Title:** | Further Education Administrator |
| **Location:** | Watford, Hertfordshire |
| **Working Hours:** | 8.30 am to 5.00 pm OR 9:00 am to 5:30 pm, Monday to Friday, 1-hour lunch, 37.5 hours per week |
| **Contract Type:** | Permanent |
| **Reports to:** | Admin and Compliance Manager |
| **Salary Band:** | Up to £25,000 |

**What are we looking for?**

**Qualifications:**

* Business Administration/Customer Service
* Good standard of general education including GCSE Grade C or equivalent in English and Maths
* Good working knowledge of IT systems including Microsoft Excel, Word, SharePoint and Outlook
* Good customer service skills – able to deal with telephone queries, enquiries and complaints
* Experience working in a further education background with knowledge of the ILR
* Proven and successful record of working in an administrative role

**For this role, you must be able to:**

* Excellent communication, listening & problem-solving skills
* Well organised and able to demonstrate a high level of accuracy
* Proven numerical and written skills
* Able to use all MS Office programs, particularly Word, Excel, Outlook and PowerPoint and be familiar with other bespoke databases
* An eye for detail and a methodical manner
* Willingness to adapt and respond to the changing and varied needs of the business.

**Main Tasks & Responsibilities**

* Checking paperwork to ensure accuracy and compliant as per funding rules set out by ESFA/DfE
* Carry out precise data entry using existing Individual Learner Record (ILR) data entry platforms
* You will be required to understand the Individualised Learner Record (ILR) specification validation rules and how to apply them correctly. You must ensure your knowledge and understanding of how to interpret the validation rules are kept up to date; training will be given. An understanding of the ILR and the effect of this on the funding generated for each learner through the ILR
* Monthly ILR funding reports are generated to assist the Senior Management Team in managing the learner number targets and therefore you must manage the timely processing, validation and tracking of learners to maintain up-to-date information
* Throughout the year you will receive enrolment forms, withdrawal forms, and student personal details amendment forms from centre staff. You will decide if the information provided is compliant with funding agency rules. You must query and/or return all non-compliant forms for correction to ensure clean accurate data is submitted and funding is optimised. Once you are satisfied the information is correct, you will be responsible for inputting the data onto the ILR accurately and ready for submission
* Ensure registers are returned and checked for accuracy and audit compliance
* Maintain Excel spreadsheets
* Working with awarding organisations to register candidates for qualifications
* Working with awarding organisations to claim candidates’ certifications
* Working alongside other colleagues to ensure all aspects of the administration are compliant – this will involve carrying out intermittent audits
* Support exam season with processing, logging and distributing of exam papers and certificates
* Answer telephone enquiries
* Build and maintain professional working relationships with internal colleagues – visiting other offices as per the needs of the business
* Follow up paperwork and troubleshoot to ensure ESFA/DfE audit compliance
* Organising and prioritising workload to ensure set deadlines are met in a timely manner
* To provide full administrative support as directed by the line manager.
* Responsible for the monthly submission of the Individualised Learner Return (ILR)

**Note:** These responsibilities serve as an initial outline for the tasks that the post holder will initially be expected to perform. Changes may occur over time to accommodate evolving job requirements and adapt to shifting circumstances.

Furthermore, given the dynamic nature of our operational environment, it is crucial for individuals in these roles to demonstrate flexibility and a willingness to travel to different work locations. This outline represents an initial plan and will be subject to periodic review as part of our Continuous Professional Development process.

**Confidentiality**

The individual in this role is responsible for upholding the confidentiality of information pertaining to clients, staff, and other stakeholders. Certain aspects of their work involve handling confidential information, which should not be disclosed to individuals outside the scope of their official duties. It is imperative that the post holder consistently always adheres to the provisions of the General Data Regulation Act.

**Safeguarding, Prevent & Equal Opportunities**

TCHC is dedicated to promoting equal opportunities and preventing discrimination for everyone. Our commitment extends to adhering to Safer Recruitment Policies, safeguarding practices, complying with the Prevent Duty, and advocating for the well-being of children, youth, and adults. In pursuit of our dedication, we will continuously enhance and refine our robust safeguarding processes and procedures, fostering a culture of safeguarding among our team members and volunteers.

**Pre-employment checks**

The company also conducts an internal online search on social media platforms in accordance with the Keeping Children Safe in Education guidance. Should any pertinent information arise from this search, it will be discussed with the applicant as part of the recruitment process.

Please note that upon a successful job offer, the company performs digitalised right-to-work checks and initiates DBS applications through an external service provider. An enhanced DBS check, including the barred list, is mandatory for this role.

**Rewards for your hard work**

For us here at TCHC reward means far more than just pay. Our generous and competitive benefits package includes:

* Annual leave up to 25 days plus 8 public Bank Holiday
* We operate a Christmas and New Year shutdown period in which you will receive an additional 3 days of leave at full pay to cover this closure period.
* When your birthday falls on a working day you will receive this day off at full pay.
* Sickness pay allowance.
* Pension scheme after 3 months you have been employed with us
* Bupa Cash Plan, level 1 paid by the company
* Employee Assistance Programme to access help and support 24 hours a day every day of the year for immediate family (eligibility applies)
* Discounted membership for BUPA (subject to the qualifying conditions)
* Long Service club loyalty gift upon completion of 5 and 10 years of continuous service
* Quarterly and annual awards
* Company tools and equipment for the performance of your duties
* Reimbursement of travel expenses

**How to Apply**

To apply please complete the application form online at: <https://tchc.net/apply-now/>