

**BPP Job Description**

**Job Title** Customer Services Administrator

**Department Actuarial**

**Location Abingdon**

**Additional details** Will consider applicants looking for a full-time or part-time position

**Travel requirements** n/a

**Contract type Full time and permanent**

**Hours of work 8.30am to 5.00pm (37.5 hours/week)**

**Reporting lines** Reports to Admin Team Supervisor

**Job Purpose**

Working as part of a small admin team: to undertake all administrative and other tasks required to ensure the smooth running of the Abingdon office, a high level of customer services and excellent support for ActEd’s staff.

**Key Responsibilities**

1. Ensuring that students receive an excellent service from BPP/ActEd
2. Performing administrative tasks as required, for example, checking and processing applications, data entry, course set up and organisation, finalising published materials, creating and updating apprentice records, using surveys to collect information from apprentices
3. Creating and checking reports
4. Dealing promptly and efficiently with telephone and email queries from students, clients and staff
5. Liaising with internal departments in support of administrative tasks
6. Liaising with suppliers and other stakeholders in support of administrative tasks
7. Assisting the other members of the admin team when needed
8. Other ad-hoc tasks and projects as required ensuring the smooth running of the Abingdon office.

**Skills, experience & qualifications required - Essential**

* Friendly, enthusiastic and a good team player
* Excellent interpersonal and communication skills
* Efficiency, accuracy, attention to detail
* Self-motivated and willing to take the initiative
* Aptitude to work without direct supervision
* Strong organisational skills with the ability to adapt and successfully multi-task
* IT skills – Word, Excel, Internet, databases
* Willingness to learn new skills and adapt to change

**Skills, experience & qualifications required - Desirable**

* Proactive, highly motivated and adaptable to change