



Job Description

Job Title	Administrative Assistant
No. of hours	21 Hours (Pro rata)
Responsible to	ARC Scotland Training Manager
Location	ARC Scotland, Unit 12, Hardengreen Business Centre and Flexible working from home
Salary	Scale 2 - Point 10

Purpose of Job

Support the Training Administrator and provide effective and efficient administrative support for all aspects of ARC Scotland's training activities including the provision of SVQ regulated qualifications.

In conjunction with the Training Administrator maintain systems, protocols and procedures of all administrative functions within the training department.

KEY RESPONSIBILITIES

- Support the Training Administrator prepare for SQA External Verification and other inspection and monitoring processes.
- Ensure all SVQ regulated qualification applications are processed and induction material forwarded to the allocated assessors as directed by the Training Manager.
- Register candidates following induction onto the ProofPositive ePortfolio platform.
- Review candidate induction paperwork as received and where necessary follow this up with allocated assessors.
- Collate monthly assessor reports and ensure these are then transferred and generated onto organisational reports and forwarded to the Training Manager.
- Ensure SVQ candidate completers are processed and at the same time update records of those candidates who are withdrawn from the regulated qualification.
- Circulate Interim evaluations and record feedback as and when received.
- In conjunction with the Training Administrator ensure qualitative and quantitative evaluations are undertaken following delivery of SVQ programmes.
- Respond effectively to enquiries from potential customers on training products or regulated qualifications.
- With the support of the Training Administrator ensure that the ARC Scotland Training website is current and up-to-date.

Maintain systems, protocols and procedures for all administrative functions:

- With the support of the Training Administrator maintain all office systems for ARC Scotland Training.
- Implement new office systems where required with the support of the Training Administrator.
- With the support of the Training Manager ensure Assessment Centre Policies and Procedures are regularly reviewed and updated.

Other

- Contribute to team meetings and planning and development processes for ARC Scotland Training and the wider organisation.
- Attend Training Team Meetings scheduled on a two-weekly basis.
- Support the Training Administrator with the marketing and sales of training products.
- Support the Training Manager and Training Administrator promote the work of the training department through the use of social media platforms.
- Reply to email, telephone and face-to-face enquiries.
- Maintain office supplies.
- General administrative duties, including;
Photocopying
Postage of materials
Arranging Courier Services when required
Office cleanliness
- Undertake other duties determined by the developing nature of the organisation.

Person Specification

Essential

- Proven administrative experience.
- Ability to communicate and engage professionally with people at different levels.
- Computer literate and able to use a range of software packages.
- Good knowledge of and confident using Word and Excel
- Ability to prioritize competing demands
- Ability to work independently and with initiative.
- Willingness to develop professional competence through training and development.

Desirable

- An understanding of the SVQ Regulated Qualifications for those working within the Health & Social Care Sector.
- Experience of working within an SQA assessment centre
- Experience of MS office programs with an aptitude for new IT applications
- Ability to commute.

How to Apply

Please submit a CV with a short personal statement of how you meet the essential criteria set out in the person specification above. You may also wish to address the desirable criteria that apply.

Submit this together with your CV and contact details for two referees (one of whom must be your current or most recent employer) by 5pm on 22nd March 2023 to: derek.parker@arcuk.org.uk

Derek Parker
Training Manager ARC Scotland
Unit 12, Hardengreen Business Centre
ESKBANK
DALKEITH
EH22 3NX (0131) 663 4444

Informal enquires are welcome and may be made to Derek Parker
Interviews will be held at the ARC Scotland office on 30th March 2023
This post is subject to PVG check

