



## **Job Vacancy: Centre Administrator**

Strive Training is seeking a highly organised and dynamic Centre Administrator to join our dedicated team working in Croydon. This is a key role in supporting the smooth day-to-day running of our busy training centres, providing excellent administrative support and a warm, professional welcome to learners, staff, and visitors. We're looking for someone with strong admin skills, a reliable work ethic, and the ability to stay calm and focused in a fast-paced environment. If you take pride in your work, enjoy being at the heart of a busy workplace, and are ready to make a positive impact, we'd love to hear from you.

**Location:** On-site (no remote working) - CR0 0YN

**Contract:** Permanent, full time. Monday to Friday, 9.00am-5.30pm

**Salary:** £25,000

Strive Training is an independent training provider, graded GOOD by Ofsted in all judgements in 2021, that aims to empower unemployed individuals with the skills, knowledge and confidence to transform their lives and find sustainable employment.

### **What Makes Us Different**

To us, helping our learners get back to work extends far beyond just education. It's about making a positive impact on the lives of our learners. We're proud of our vibrant and inclusive learning environments where our learners truly feel 'at home.'

### **The Role**

We have an exciting opportunity for an experienced individual to join our team in the role of Centre Administrator.

Successful candidates would need to have a keen eye for detail, be a team player and be able to work independently. The following would be desirable when evaluating candidates for this role:

- Experience in dealing with administration within an educational environment (further education preferred)
- Experience in the use of MIS systems (Maytas preferred)
- Professional and personable
- Ability to work in a fast-paced environment

### **What you will be doing:**

- Support the Centre Supervisor with the day-to-day implementation of all administrative processes and procedures for the Croydon and Hackney centres, ensuring they are completed accurately and in a timely manner.
- Support learners as required to complete initial assessments as part of the enrolment process.
- Support learners being referred to the centre for any courses to complete the online enrolment form (includes their assessment). Ensure this is completed and submitted in a timely manner.
- To be fully up to date with the current schedule of centre courses and to provide any necessary information on these courses to referral partners and learners, as required.
- Daily review of any learners or referral partners who have booked to attend the centre for an assessment or enrolment.

- To follow up and call any learners that fail to attend their assessment, rebook them and ensure they can attend.
- Ensure the provision of tea, coffee and biscuits is available for all learners.
- Be presentable and always take a professional stance at the centre.
- Keep up to date records of learners attending the centre on a daily basis, the outcome of their assessment and if they have been allocated a course.
- Undertake pre-course calls and Fail to Attend (FTA's) calls as required for all courses.
- Be available and support course tutors day to day throughout delivery of all courses at the centre.
- Be aware of all NCC requirements and processes for Strive learners attending the NCC campus and ensure compliance to NCC requirements.
- Support with telephone and face-to-face communication and enquiries in a professional manner, escalating any concerns to management.
- Build and maintain positive relationships with learners to enhance their learning experience.
- Maintain all filing systems and ensure paperwork is stored correctly.
- Promptly and professionally handle day to day queries and any other general operational items that may arise and deal with them accordingly or refer to the Management team
- Attend team meetings as and when required.
- Ensure any safeguarding concerns are escalated to the Designated Safeguarding Lead.
- Ensure compliance with Health and Safety Legislation and all other relevant legislation.
- Undertake any other administrative duties commensurate with the post.

At Strive, we are committed to equality, diversity and inclusion in all our activities for everyone who learns and works with us. We respect and value differences and welcome applications from candidates from all backgrounds. We create a safe and trusting professional environment where people are treated equally.

We are committed to safeguarding and protection of young people and adults and follow Safer Recruitment processes. All successful candidates will need to complete an enhanced DBS check/be registered on the DBS update service.

We reserve the right to close this vacancy if we receive sufficient applications for the role. If you are interested, please submit your application as early as possible. Please note that only successfully shortlisted candidates will be contacted.

**How to apply:** Please email your CV and cover letter to the HR Manager, Kim Franks, and state where you saw the advert: [kfranks@strivetraining.co.uk](mailto:kfranks@strivetraining.co.uk)