**The team**

At Vision Business everything we do is focused on finding ways to wow and create great experiences that make for happy clients. We work hard to truly recognise what matters to our clients and to make them feel uniquely valued and appreciated.

Our team members are professionals that take ownership and accountability for their influence and impact on our clients and who steer their behaviours by principle and positivity. We are very proud of every individual within our team that makes this delivery of specialist services possible. If this describes you, we would love for you to apply to join our exciting team.

**Our focus**

The main focus of Vision Business is to deliver high impact consultative solutions that exceed the expectations of businesses and individuals who engage with us. Apprenticeship delivery is at the heart of what we do and we make a substantial contribution to the Government’s apprenticeship strategy, we are a market leader in our field and everything we do is about maintaining and strengthening our position.

**Job title: Business Support Administrator (Wrap Around Service)**

**Aims and purpose of the job**

You will be brilliant at supporting and engaging with different parts of Vision Business and interact with our clients. With a focus on adding value, your role will contribute to the efficiency of Vision Business across the department.

We measure our success on the accuracy of reporting, timeliness of reporting and level of positive customer feedback.

**Specific accountabilities**

* The role will involve working independently and as part of Vision Business and will involve developing, implementing, maintaining and improving administrative services across all teams.
* Use the IT packages and systems relevant to Vision Business in order to: write letters and emails, progress and discipline records, perform financial processes, record and analyse data, support with the creation and maintenance of E portfolio, be responsible for collating relevant learner documentation and rectifying across team queries.
* You will be expected to make recommendations for improvements and present solutions.
* You will draft correspondence, write reports and be able to review others' work.
* Maintain records and files, handle confidential information in compliance with Vision Business procedures.
* You will engage with and manage stakeholders and their differing relationships. This will include internal and external customers, clients and/or suppliers.
* Engage and foster relationships with suppliers and partner organisations.
* You will deliver your responsibilities efficiently and with integrity and demonstrate a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to development. You will be expected to show initiative, manage priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others

**Accountabilities as part of our team**

We are a people focused business, as such the way you behave and present yourself will be a reflection on us and we want you to take ownership of making sure that your contribution to our reputation and to your own personal professional reputation is always a positive one.

Being privy to confidential or sensitive information may be a natural part of your job role and as such we expect you to treat this with the upmost professionalism.

We will advocate you in this role as the expert, you are accountable for making sure you live up to this reputation by taking accountability for making sure you keep you knowledge, expertise, experience and professionalism current and up to date.

**Role Competencies**

*Please note: (E) = Essential.*



**Senior Managers Competencies**

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| **Technical Expertise** |
| **Knowledge** | **Skills** | **Experience** |
| High level of administrative expertise matched to accountabilities as outlined above. (E)Maintains up to date knowledge relevant to role. (E)Understands and complies with appropriate statutory requirements. (E)Holds relevant qualifications and keeps up to date with developments relevant to role. (E) | Literate and numerate holding a minimum level 2 or equivalent in maths and English. (E)Promptly and efficiently completes work assignments. (E)Demonstrates enthusiasm, energy and passion for role. (E)Seeks every opportunity to make a positive impression to client group. (E)Distinguishes between critical and irrelevant pieces of information. Explains clearly what can be done.Finds ways to personally improve in the completion of day to day tasks.Demonstrates experience of main skills relevant to role.Ensures adherence to legal, regulatory and security requirements in service delivery.Takes ownership of problems in own area of responsibility.Communicates in a way that meets and anticipates requirements and gives a favourable impression of the team / department. | Demonstrable track record in areas of expertise. (E)Ensures work meets requirements and is reviewed appropriately. (E)Writes and presents material in a concise manner. (E)Proficient in producing a range of administrative functions and documents. (E)Proficient in using a range of ICT programmes and packages relevant to role. (E)Plans and organises the use of appropriate resources to accomplish duties. (E)Promptly and efficiently completes work assignments. (E)Writes clearly in plain and simple language and checks work for spelling and grammar, learning from previous inaccuracies.Recognises when deliverables / services are not being delivered to the required level and takes appropriate action.Works confidently with performance / financial / delivery / data / information to manage and monitor outcomes.Works collaboratively with clients / colleagues / influencers / to deliver service expectations. (E)Develops, implements, maintains and reviews systems / processes / service standards to ensure efficiencies.Delivers expected outcomes on time and to standard. (E)Maintains consistent performance. (E) |
| **Behaviours** |
| **Personal**  | **Teamwork** |  |
| Management of selfOwnership of own professionalismActive listening Effective communicationInfluencingDisciplinedPersonal integrityKnows how to identify and seek advice from colleagues.Strives to consistently meet standards.Takes advantage of learning opportunities provided.Sets clear self-development expectations.Reacts constructively to developmental feedback and makes changes as a result.Constructive in raising issues with managers that have an impact on service.Listens actively and adjusts own behaviour in a helpful manner.Expresses negative feelings constructively.Puts aside preconceptions when considering new ideas.Identifies how own area of accountability supports the department / organisation.Communicates with conviction and clarity.Takes initiative to improve own performance.Maintains objectivity when facing criticism / challenge / opinion.Helps others to learn from their experience. | Acknowledge contribution of self and others to overall team results.Work collaboratively with others.Commitment to team and group objectives.Understand the needs and goals of othersHelps promote team activities with colleagues.Initiates collaboration with others and be open and willing to assist colleagues where appropriate.Checks own understanding of others communication.Shares all relevant information with others.Expresses own opinions in a factual and respectful manner to others.Proactively contributes to the work of the whole team. |  |
| **Thinking** |
| **Analysis and Decision Making** | **Change, Creativity and Innovation** | **Business Perspective** |
| Gather and analyse information and data appropriate to role. Make accurate and effective decisions.Take accountability for decisions.Distinguishes between critical and irrelevant pieces of information.Gathers information from a variety of sources to reach a conclusion.Proposes ways to do things better / differently.Recognises the value of other points of view and ways of doing things.Soundly analyses information/data.Recognises causes and consequences of actions.Plans ahead and reassess workloads and priorities to respond to demand.Anticipates and thinks ahead about next steps. | Demonstrate openness to change and new ideas.Generate creative solutions to work situations.Contribute to change with minimum disruption.Displays a positive attitude in the face of ambiguity and change.Co-operates with and be open to the possibilities of change and considers ways to implement and adapt to change in own work role.Prepares for and responds appropriately to the range of possible effects that change may have on own / team role.Identifies, resolves or escalates the positive and negative effects that change may have on own role / team.Learns new procedures / processes / working practices / technologies and helps colleagues to do the same. | Understand the purpose of own role and contribution to the team.Understand our offer.Protection of the brand and reputation of the organisation.Keep up to date with industry knowledge.Attention to detail.Remains focused on delivery.Remains focused and positive on achieving outcomes despite setbacks.Presents department’s priorities and how they relate to own area of work.Sets and achieves challenging goals and monitors quality.Takes ownership of delivery against outcomes. |
| **Setting the Pace** |
| **Achievement Focus** | **Planning and Organising** | **Influencing** |
| Consistently focus on client interactions and experience.Continually performs to achieve goals and meet expectations.Takes every opportunity to learn from experience in order to improve performance.Seizes opportunities to demonstrate success in role.Identifies new information / data / to key decision makers to support their decisions.Contributes to improve work methods, outcomes and performance.Generates results by acting in a focused way.Identifies adjustments in own area of responsibility and sets priorities accordingly. | Established a course of action to ensure role is effectively directed.Understands and uses the department’s processes and rules.Controls resources within own area of responsibility.Organises own workload to meet targets and priorities.Anticipates having to adapt work methods to changes in environment.Gathers information from a range of sources inside and outside thee department to inform own work.Understands what is required of job role and how it contributes to departmental priorities.Manages delivery / processes / assignments / projects / work practices to meet deadlines. | Listen with the intent to understand not reply.Secure the support of others to achieve efforts.Explains role and goals of the department and how they relate to job role.Adapts to new ideas and initiatives relevant to own area of work.Persuades by using concrete examples to make a point.Negotiates in a constructive manner. |

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| **Qualities/Approach linked to college values** |
| **Safeguarding** | **Equality and Diversity** | **Health and Safety**  |
| Demonstrate a commitment to safeguarding and promoting learner welfare | Demonstrate a positive approach to equality and diversity and customer service | Demonstrate an ability to take responsibility for own and others Health  and Safety at work |

The salary will be within the Business Support band 3.

**The Application**

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by 18th July 2017.

[www.wnc.ac.uk/vacancies](http://www.wnc.ac.uk/vacancies)

### THE COLLEGE GROUP PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY

**The college group is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts may be subject to DBS check. The successful candidate will be required to pay for the DBS check .themselves; the cost will automatically be deducted from their first salary payment. This is currently £44.**

**It is an offence for anyone who is barred by the ISA from working with children and or vulnerable adults to apply for this position.**