

## **Woodbrooke Quaker Study Centre Job Description & Person Specification**

### **About Woodbrooke**

Woodbrooke came into existence in 1903 and remains the largest provider of Quaker learning in Europe. It has evolved to also become a busy, professional conference and accommodation centre. Woodbrooke now offers over seventy bedrooms and ten meeting rooms set in ten acres of organically managed gardens and grounds.

Woodbrooke offers courses online and in Quaker meetings and venues across the country as well as over 150 residential courses at the centre in Birmingham.

We have a staff group of about 55 people, some full-time, some part-time. Our teams cover our learning programmes, administration and finance, marketing and sales, housekeeping and maintenance, gardening and catering.

### **Job Information**

**Job Title:** Programmes Administration Manager **Date:** September 2018  
**Accountable to:** Senior Programmes Leader (On-Site)  
**Responsible for:** Educational Administrator (1 full-time post)  
**Team/Department:** Programmes Team  
**Preferred start date:** Monday 3<sup>rd</sup> December, there is some flexibility in relation to this.

### **Who are we looking for:**

Woodbrooke is looking for someone who is:

- A skilled and experienced administrator
- Customer focussed, friendly and outgoing with a can-do attitude.
- Able to manage people effectively and get the best out of them.

### **Role summary:**

The Programmes Administration Manager is a member of Programmes Team, providing administration and support for all of Woodbrooke's learning programmes including residential workshops, regional events and online courses.

They have responsibility for delivering quality administration and support services to staff and associate tutors and maintaining the Quaker values of transparency and fair business practices in the services we offer and how we deliver them.

The post-holder needs to work collaboratively with other team members and with other teams, including sales and reservations, catering, operations and volunteer co-ordination. They will be responsible for liaison with prospective and actual participants on our learning programmes and with volunteer and freelance tutors based away from Woodbrooke.

## **Responsibilities**

### Operational:

- Manage the programmes administration function of Woodbrooke's operation to ensure high-quality administrative support for all learning programmes including developing and maintaining appropriate systems and processes.
- Liaise with staff, Associate Tutors, local organisers and participants to ensure the effective administration and support of the delivery of learning programmes.
- Liaise with participants, staff and tutors in relation to particular access and communications requirements and ensure resources are in place to meet requirements.
- Liaise with other teams to ensure smooth running of on-site programme events, in particular participant requirements, tutor requests, meeting room bookings and requirements and other practical arrangements.
- Collate and circulate evaluation forms, maintain evaluation logs, and report on course performance.
- Set up and administer internal programme related events, including liaising with other teams in relation to the arrangements for these events.

### Finance

- Liaise with the Sales & Reservations and Finance Teams to ensure clarity over programme participant fees and invoicing.
- Set up payment plans for participants on longer term programmes and liaise with the Finance Team who are responsible for administering these payment plans.
- Authorise bursary requests to a level determined by the Head of Learning and Head of Finance.

### IT

- Enrol participants in online learning programmes and ensure they are able to access the course material.
- Provide front-line technical support for participants and associate tutors relating to online learning.
- Assist with the upload and publication of online learning material on our website and VLE, including ensuring links and information are kept up to date.
- Work with the Senior Programme Leader (Off-Site and Online) to record and manage copyright issues in relation to online learning.

### Publicity, Marketing & Sales

- Respond to course enquiries as appropriate and refer queries to other team members
- Monitor progress of course bookings in order to maximise bookings within agreed course numbers.
- Work collaboratively with the Sales and Reservations Team to identify opportunities for meeting room and bedroom optimisation.
- Assist with the production of the course brochure and other course marketing materials through liaising with staff and associate tutors.
- Promote and communicate Woodbrooke's purposes to current and potential audiences.

### Human Resources

- To manage the work of the Educational Administration Team (currently the post holder and one Educational Administrator), including recruitment, induction, supervision and ongoing training and motivation.

### Other

- As a member of the Programmes Team to take a share of whole team tasks as appropriate to the role.
- Undertake other tasks as appropriate to the role and as requested by the Senior Programme Leaders or Head of Learning.

## **Person Specification**

### Qualifications, Skills and Attributes:

#### **Essential:**

- Educated to Level 2 NVQ in business administration or similar or relevant degree, or equivalent work experience and knowledge.
- Able to work to deadlines and manage your own workload and tasks and that of your team.
- Excellent IT skills and ability to work with new applications and software.
- Adaptable, flexible and able to act on your own initiative and be pro-active in finding solutions to problems.
- Customer focussed, friendly and outgoing with a can-do attitude.
- Good written and verbal communication skills, and a good level of numeracy.
- Excellent attention to detail and highly organised.
- Able to work collaboratively as part of a team and with other teams.
- Able to manage people effectively and get the best out of them.

#### **Desirable:**

- Experience of managing staff.
- Experience of working with volunteers and/or remote workers.
- Sympathy with Quaker values.

## **Working time and location**

- Hours of work: 35 hours a week to be worked according to the needs of the role.
- The post is based at Woodbrooke Quaker Study Centre, Selly Oak, Birmingham.

## **Remuneration and benefits**

- Starting salary is £20,028 per annum.
- Annual leave entitlement 33 days per annum (including public holidays).
- Employer Pension contribution of 6% if matched by employee contribution of 3% minimum.
- Free staff lunch and refreshments, and family and friends discounts.