



## Accountability Profile

<b>Job title:</b>	Administration Assistant - Apprenticeship or Experienced
<b>Employer:</b>	Mploy Solutions Ltd
<b>Location:</b>	Northwich
<b>Contract:</b>	Full time, Permanent
<b>Salary:</b>	£10,000 - £16,500 per annum (depending upon age & experience)
<b>Hours of work:</b>	Monday to Friday, 37 hours per week
<b>Department:</b>	Operations
<b>Reporting to:</b>	Operations Manager

*NB. The information outlined below is the purpose of the post, i.e. why it exists, and the key accountabilities of the post holder, i.e. the outcomes required of the post. This is not a list of tasks or duties, as post holders are required to perform any reasonable task within their competence to deliver the stated outcomes*

<b>Job purpose</b>
<b>To support the delivery of high quality Work Experience and Employer Engagement activities with customers to meet Company business targets and providing excellent customer service.</b>
<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>• Support the coordination and administration of specified standard work experience programmes with Schools utilising the MAPS system to ensure customer contracts are delivered on time.</li> <li>• Daily telephone monitoring of caseload of students on bespoke work placements to ensure attendance at employer premises and meet customer targets.</li> <li>• Data input work experience information in a timely and accurate fashion onto the MAPS system to meet customer deadlines.</li> <li>• Prepare resources and materials for employability/enterprise activities to meet customer deadlines.</li> <li>• Effectively establish and maintain strong relationships with customers in the education sector to ensure excellent customer service.</li> <li>• Receive all incoming calls and direct these to the relevant team member in a professional and timely manner to meet customer service targets.</li> <li>• Follow up outstanding Employers Liability Insurance documents and liaising with Health and Safety Assessors to meet customer deadlines.</li> </ul>



- Provide support at identified events where necessary.
- Undertake data cleansing activities on MAPS system to meet business targets.
- Promote MPLOYs products and services with customers and employers as appropriate to ensure they understand what we can offer.
- Achieve Customer Satisfaction rates to meet company prescribed targets.
- Greet, meet and communicate with customers and suppliers in a friendly and confident manner in order to promote the company at all times.
- Any other general administrative duties as appropriate that are within the scope and spirit of this position.

<b>Prepared by:</b>	Norma Guest Managing Director Mploy Solutions Limited
---------------------	---

<b>Date :</b>	July 2019
---------------	-----------