**Role overview**

In this role you will be a key member of our Business Support Unit, working against our pillars of expertise as we deliver the Damar Difference in outstanding customer experience. This role is key in helping us create and drive through our ambitious goal for the Business Support Unit to be front and centre of our offer, working across the whole business to manage, drive and enhance the experience of colleagues, customers, and students.

* Location: As set out in your terms and conditions of employment
* Normal hours of work: As set out in your terms and conditions of employment
* Reporting to: Divisional Manager

The contents of this job description are not exhaustive. You may also be asked to perform other related duties relevant to the level of your role to meet the ongoing needs of our business.

**Key responsibilities**

* General office administration/enquiries duties delivered with a high level of quality and in line with office procedures including dealing with inbound customer calls
* Co-ordinate with external stakeholders on apprenticeship registrations, assessments, learning materials and memberships
* Have a good working knowledge of our internal systems to ensure our data is correct and up to date
* Work closely with other departments to assist with a wide range of activity and tasks
* Proactive relationship building with all departments, offering support complimentary to the colleague, customer, and student journey
* Work with other members of the support unit to ensure high quality outputs and that a professional service delivery is always maintained
* Supporting ad hoc project work as and when the need arises

**Skills**

* Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) particularly using Excel for data entry and analysis
* Brilliant communication skills
* Excellent time management skills
* Good experience of building relationships

**Knowledge and qualifications**

* 5 good GCSEs (grade 4 or above) or equivalent, including English and maths
* Work/office experience

**Personal attributes and behaviours**

* Professional approach
* Flexible outlook with the ability to work around changing business needs
* Team player
* Positive can-do attitude
* Honesty
* Integrity
* Trustworthiness

**Additional requirements**

* To comply with the requirements of our Employee Handbook and our policy documents
* To promote the equality of opportunity within our organisation
* To demonstrate commitment to safeguarding and promoting the welfare of all students
* An enhanced Disclosure and Barring Service (DBS) check is a requirement of all roles at Damar that may include sole supervision of young people or vulnerable adults