JOB DESCRIPTION

The Institute of Family Therapy is a registered charity founded in 1977. It has established a national and international reputation for its work. The Institute offers a four year training programme in Family Therapy and a wide range of workshops and conferences. Following a service review IFT requires a senior business support manager to ensure co-ordination and successful delivery of in-house courses without university portfolio, with particular responsibility for the clinical service element of IFT provision.

JOB DETAILS

Title:	Course Administrator
Working Hours:	35 hours / week
Reporting to:	Senior Business Support Manager

JOB PURPOSE

The Course Administrator is responsible for the assisting in the administration of the Institute's In-House courses and related activities.

JOB ACTIVITIES

The role consists of a number of core administrative tasks related to the successful delivery IFT's training programmes, and may also involve other activities required in the day to day running of the organisation.

Core Tasks

- Assisting in the all aspects of the student application process; capturing data from application forms, liaising with applicants, dealing with reference requests, create and send offer/wait list/rejection letters, creating student fee forms & invoices and monitoring/chasing payments.
- Assist in the production and distribution of all course materials, including prospectuses, lecture programmes, reading lists, and course booklets.
- Assist in the process of delivering training to students, including all aspects of the on-the-day process, including managing any equipment or on-line processes.
- Assisting with all aspects involved in the administration of the "student journey"; compiling & maintaining student records, student attendance, on-line files & assignment submissions, monitoring student grades and overall progress, and the course completion process, and in doing so provide support to students as required.
- Liaise with tutors, students and all third-party agencies as required, including clients, student employers, and service providers to IFT. In doing so ensure an efficient and timely experience for all external stakeholders maintain all third-party records such tutor payment records, client fee payments. Liaise with other departments in IFT (such as Finance) to facilitate this outcome.
- Ensure effective secretarial and administrative support to the Course Committees and exam boards as required, and in doing so assist in ensuring that all IFT's responsibilities in relation to the successful delivery of its courses are met.

General Duties

Assist with the general running of the Institute as required in order to ensure the smooth running of the organisation and an excellent experience for all students, client and external parties.

- Contribute as required to the necessary activities such as IT (CRM), marketing and social media strategy planning and activity, HR and financial planning to ensure effective running and sustainable growth of IFT.

PERSON SPECIFICATION

- Ability to work in collaboration as a team member, including essential adherence to IFT's 'Ways of Working' frameworks.
- Excellent communication skills.
- Ability to handle data efficiently and effectively.
- Methodical approach to work with excellent attention to detail.
- Able to work efficiently under pressure and maintain a flexible approach to work, including adaptability to change and ability to bring new ideas to the team.
- Able to work on own initiative.
- Good working knowledge of essential IT systems and platforms for service delivery.
- Demonstrate sensitivity, clarity and strict adherence to confidentiality when dealing with clients who may be stressed.
- Show calm, maturity, flexibility and be sensitive to issues of confidentiality.
- Demonstrate an ability to seek help under stress when faced with dilemmas such as safeguarding issues arising in communications with families.

SALARY AND CONDITIONS OF SERVICE

- The salary for this post is £25,000
- The basic leave entitlement is 22 days in addition to public holidays. This is supplemented by extra days at Christmas (when the Institute closes).The appointment is subject to a probationary period of one month.
- After successful completion of the probation period the appointment is terminable by 1 month notice on either side.
- Full details and conditions of service are available in the Institute's Personnel Policy