#### COURSE ADMINISTRATOR

#### Salary: £23,400 – £27,306 (starting salary dependent on qualifications and experience)

**Contract:** permanent, full time (37.5 hours per week)

**Location:** Loch Eil Centre, Nr Fort William, Scottish Highlands

**Reporting to:** Head of Administration

**The Outward Bound Trust**

The Outward Bound Trust partners with schools, colleges, employers and youth groups to teach young people the most important lesson they could ever learn: to believe in themselves. We provide opportunities for young people to seize the moment and empower them to discover and embrace their unique strengths through the power of adventure.

Our Loch Eil Centre is based in the Scottish Highlands and is one of six residential centres in the UK. The Centre can accommodate up to 120 young people at any one time. Courses delivered at the centre vary in length from short weekend courses to three week summer courses. Participants are from 9 to 22 years of age. All our centres are busy and are open for all but a few weeks of the year.

**Job description**

**In a nutshell…**

The Course Administrator reports to the Head of Administration at the centre and is part of small administration team of four people.

Our Course Administrators across our sites take on the responsibility for providing an efficient and high quality administrative and customer service experience for both our clients and cross centre departments, using our digital systems to the full.

You’ll be the key go-to person for clients and colleagues at the centre. You’ll deal with a variety of clients (schools, employers, parents), as well as our instructor and hospitality teams in centre. This role plays a huge part in the customer journey to make sure that all pre-course preparation work for each course delivered at Loch Eil is completed accurately, on time and as required.

Within this role, you will be using Microsoft Dynamics to carry out the majority of your tasks. Outward Bound use this digital system to support the communication and preparation for a groups arrival. From Participant Information Forms, to allocating rooms and grouping individuals, the system will be your go-to for your day to day work.

You’ll attend and contribute to relevant meetings at the centre as well as Trust wide, including Customer Service Course Administrator meetings. You’ll also be the first point of contact for all visitors to the Loch Eil centre during office hours.

**Here’s a bit more detail…**

Key Responsibilities:

1. Ensure all on-line participant forms are received and processed on time, with regular follow ups with clients for outstanding information.
2. Ensure pre-course paperwork for special requirements (dietary, etc.) is dealt with, informing the relevant department and recording on the booking system.
3. Allocate accommodation and groups for all clients, taking into consideration the type of group, age and any special requirements.
4. Answer course queries from our education, early career and summer course clients – liaising with schools, youth groups, corporate employers, parents, and young people.
5. Deal with all post-course administration, eg. collating feedback, producing certificates, etc.
6. Ensure the online booking system is up-to-date and amend when required.
7. Arrange catering, meeting rooms, accommodation, etc. for visitors, events and staff.
8. Attend and contribute to relevant meetings.
9. General office administration including stationery orders, post, lost property enquiries, etc.

You may sometimes be required to undertake additional tasks as requested by your line manager.

**Person specification**

**Experience**

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| **Administrative and customer service experience**: wide range of experience with direct responsibilities, having worked in roles that involved interacting directly with customers. | Essential |
| **Communication**: effective written and verbal communication skills  and experience of managing and prioritising communication with a range of people. | Essential |
| **Strong ICT experience:**  with Microsoft Office Suite (Word, Excel, Outlook).  Other ICT software: eg. Microsoft Dynamics. | Essential  Desirable |
| **Problem-Solving**: held roles where you had to think critically and solve complex problems effectively within a short time frame. | Essential |
| **Scheduling/Calendar Management**: managed schedules/calendars, dealt with visitors, and coordinated events. | Essential |
| **Teamwork**: worked as part of a team and contributed to team goals in a positive way | Essential |

**Skills / Qualifications**

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| --- | --- |
| **Organisational & time management**: able to manage multiple tasks, prioritise, and keep everything ‘ship shape’ in an efficient way. | Essential |
| **Attention to Detail**: ensure accuracy in tasks such as accommodation allocation, and document preparation. | Essential |
| **Confidentiality**: maintain discretion and handle sensitive information appropriately. | Essential |
| **Teamwork**: Work well with others and contribute to a positive team environment. | Essential |
| **Adaptability**: be flexible and able to adjust to new tasks or changes in the workplace. | Essential |
| **Work independently and use initiative** | Essential |
| **English Language and Maths** at equivalent of Grade C at National 5 (Scotland) or GCSE (4-9 or A-C) (England & Wales) | Desirable |

Above all, you want to work for a young person charity bringing your experience, knowledge, and skills to the team and has zest to work in a busy, friendly, and professional environment.

**Salary and benefits**

Salary £23,400 - £27,306 (starting point dependent on relevant experience) for a 37.5 hour week.

* Annual Leave of 24 days, plus bank holidays. Annual leave increases by one day per year to a maximum of 30 days, plus bank holidays.
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance Helpline.
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
* Employee assistance programme: with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
* Personal Accident Insurance while at work or commuting
* Health Cash Plan with Medicash: on application after completion of probation; taxable benefit
* Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service
* 8 weeks’ sick pay at full salary in any 12 months
* Berghaus uniform items provided and the opportunity to purchase Berghaus products at discount
* Staff bursaries: discounted course fees for family members
* Childcare voucher scheme

Plus!

* Personal Adventures – Outward Bound has a positive attitude to extended/unpaid leave (forward planning is required).

**Disclosure Check**

The post holder will also be required to undertake a PVG disclosure check, which Outward Bound will administer.

**Probation period**

There is a three-month probationary period from your start date.

**How to apply**

To apply, please send your CV and an email (not more than two sides of A4), saying why you’re the right person for this job and how your skills and experience meet the requirements of the Job Description by **09.00, Monday, 24 March 2025.**

If you’re shortlisted for interview, these will be held initially via Teams on Thursday, 27 or Friday, 28 March. Final face to face interviews will be held on Tuesday, 1 April 2025 at the Loch Eil Centre, near Fort William.

If you have any queries about the job or our recruitment process, please contact David Exeter, Head of Centre, by email: [david.exeter@outwardbound.org.uk](mailto:david.exeter@outwardbound.org.uk).