#### COURSE ADMINISTRATOR

#### Salary: £20,812 – £23,561 (starting salary dependent on qualifications and experience

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

**Location: Ullswater Centre, Watermillock, Penrith**

**Reporting to: Centre Administrator**

**The Outward Bound Trust**

The Outward Bound Trust is an educational charity that provides adventure-based, outdoor learning for young people from six centres in the wildest places of the UK. Two of these centres are at Ullswater and Howtown – and we need a Course Administrator to join this team.

**Job description**

**In a nutshell…**

As Course Administrator you’ll be the client liaison for all pre-course information at our Ullswater and Howtown centres. You’ll deal with clients (schools, employers, parents) about courses, as well as the instructor and hospitality team at centre and our business development and customer services teams at HQ. You’ll make sure that all course administration for the programmes is completed accurately, on time and as required by the business.

Outward Bound is currently in an exciting transition with our online systems. Our Course Administrator will be Ullswater and Howtown’s champion for our online participant registration form. You’ll need to familiarise yourself with the system, be confident in problem solving, communication and helping colleagues as we continue to guide our clients through this new system.

**Here’s a bit more detail…**

You’ll provide first class customer service to our clients, dealing with telephone and email enquiries. You’ll also be first point of contact to all visitors to the Ullswater centre.

1. You’ll complete all Ullswater and Howtown centre course administration accurately and within the required deadlines. This includes:
* Working in line with GDPR regulations, including archiving records.
* Answering course queries from our education and early career clients – liaising with schools, youth groups and corporate employers.
* Answering summer course queries from parents, guardians and young people.
* Ensuring on-line participant forms are all received and assessed. Prompting clients for outstanding information.
* Checking pre-course paperwork for special requirements (dietary etc), informing the relevant department and noting this on the booking system.
* Organising accommodation in the centres for all clients, taking into consideration type of group, age and any special requirements.
* Production of end of course certificates for all participants.
* Collating feedback for our Customer Services, Evaluation and Fundraising teams.
* Ensuring any additional charges or credits are entered onto booking system.

2. Arrangement of catering, meeting rooms, accommodation etc at Ullswater and Howtown for events and staff from across Outward Bound.

3. Monitoring stock of pre-printed course documentation and placing orders quarterly via Outward Bound’s marketing team.

4. General office administration including stationery orders, post, lost property enquiries etc.

**Person specification**

**Essential experience**

* Experience in a customer service or customer facing role
* Experience of working to and meeting deadlines
* Ability to prioritise and manage own workload
* Adaptable to changing circumstances
* Ability to multi-task
* Experience with Microsoft Office programmes, in particular Outlook and Excel

**Desirable**

* Experience with computer databases

**Salary and benefits**

Starting salary £20,812 – £23,561 (dependent on relevant experience) for a 37.5 hour week.

* Annual leave of 24 days, plus bank holidays (rising by a day a year to 30 days +BH).
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
* 8 weeks’ sick pay at full salary in any 12 months.
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date.
* Personal Accident Insurance while at work or commuting.
* Cash plan healthcare (currently Medicash) on application after completion of probation.
* Pension Scheme (currently Standard Life): Auto-enrolment after three months.
* Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount.
* Discounted course fees for family members.

**Probation period**

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

**How to apply**

To apply, please send an email or a letter (not more than one side of A4), saying why you’re the person for this job as well as a copy of your up to date CV, by **midday on Friday 9th December 2022**. Send them to Tara King: tara.king@outwardbound.org.uk

If you have any queries about the job or our recruitment process please contact Tara King, by email or phone 017684 85000.

If you’re shortlisted for the job, interviews will be held in Thursday 15th December 2022 at our Ullswater Centre, Watermillock, Penrith, Cumbria, CA11 0JL.