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# Job Description and Person Specification

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| **Title** | WPA Administrator |
| **Area** | Outdoor School |
| **Responsible to** | Head of Outdoor Adventure |
| **Effective Date** | March 2023 |
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| **Job Description** |
| **Main Purpose of the Role** |
| This role will provide a general administration service to the department and be the first point of call for clients making contact regarding business and bookings. This role will involve taking bookings, managing payments and ensuring that the Chief Instructor has all the information required to run and manage the programme and staff sessions. The post holder will have responsibility for managing purchase orders, organising departmental paperwork and implementing systems to ensure efficiency across the department.  |
| **Main Responsibilities** |
| 1. Be the first line of communication when customers call, email or visit the centre A
2. Take bookings, invoice customers and pro-actively sell when required
3. Manage internal communication systems and ensure the Chief Instructor, and all staff, are well informed of upcoming courses and events
4. Attend events and meetings to promote WPA and Weymouth College
5. Ensure that the special requirements, or specific desires, of guests are known to instructors, and manage the expectations of guests, to ensure excellent feedback
6. Lead or assist with WPA activity sessions as required
7. Build strong relationships with various client groups and actively pursue bookings through local schools and community groups
8. Book resources as required for clients and activities
9. Monitor and track customer feedback to advise on trends and areas of improvement
10. Utilise social media to promote both ongoing and forthcoming activity
11. Provide a positive role model for learners
12. Promote high levels of customer service at all times, maintaining a professional manner.
13. Ensure personal qualifications remain valid and current.
14. Keep up to date with industry recommendations and requirements.
15. Assist with general maintenance tasks within the Outdoor School as required.

**All Staff: General Responsibilities and Expectations:** * Promote the safeguarding and welfare of all.
* Be aware of College policies and updates available through the College intranet.
* Drive and participate in the College performance management process.
* Comply with the College’s Equality, Diversity and Inclusion, Health and Safety, Safeguarding and Quality Improvement policies and their recommendations.
* Contribute to cross College events supporting and promoting the College and the provision.
* Use all available resources efficiently and effectively, and in line with environmentally and sustainable practices.
* Attend and contribute to cross-College meetings/forums.
* Undertake appropriate personal and professional development activities engaging with the cross-College staff development and health and wellbeing activities.
* Manage and minimise risk within all areas of responsibility.
* Adopt and promote employee values and behaviours working within the Staff Code of Conduct.

**Note: This job description sets out the main responsibilities for the post, however, is not intended to be an exhaustive list. Specific duties may change from time-to-time without changing the general nature of the post and the post holder is expected to be flexible in the range of responsibilities undertaken.** |



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| **Person Specification** |
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| **Qualifications** | **Essential** | **Desirable** |
| 4 GCSE’s including English and Maths at Grades A - C or Level 2 equivalent |  | ✔ |
| Relevant Administration Qualification |  | ✔ |
| L3 First Aid in Outdoor |  | ✔ |
| **Experience** | **Essential** | **Desirable** |
| Understanding of the outdoor adventure industry |  | ✔ |
| Experience in busy administration environment | ✔ |  |
| Working with a range of students, children and young people, |  | ✔ |
| Liaising with 3rd parties and promoting initiatives and courses |  | ✔ |
| Marketing and advertising experience |  | ✔ |
| **Skills & Abilities** | **Essential** | **Desirable** |
| Strong communication skills both verbal and written | ✔ |  |
| Excellent organisational skills | ✔ |  |
| Ability to network and build strong working relationships | ✔ |  |
| Good ICT skills | ✔ |  |
| Flexible and adaptable | ✔ |  |
| Enthusiastic about adventurous activity and keen to inspire students | ✔ |  |
| Proven ability to deliver quality customer service with a professional manner | ✔ |  |
| Ability to work independently | ✔ |  |

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| Signed |  |
| Name |  |
| Date |  |