

**Job Description**

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| **Job title:** | Contracts Administrator |
| **Location:** | Head Office, Hadley |
| **Reports to:** | Business Relationship Manager |

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| **Job purpose**  The role will support the Business Relationship team to manage the successful running of the contracts and ensure the quality is at a high standard and performance is managed and key relationships are built and maintained to get referrals coming through |

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| **Responsibilities and Duties** | |
|  | Work closely with the Business Relationship Officer and support where needed with the reporting and performance meetings |
|  | Track key actions from partner meetings |
|  | Take referrals from third parties via phone call and keep a track of referral emails |
|  | Do screening for participants to sign them up to the contract |
|  | Do the sign up paperwork, Input into the CRM System |
|  | Tracking outcomes and starts into work |
|  | Attend Networking events in the West Midlands as required |
|  | Manage DWP/JCP relationship at local level |
|  | Support the management of the contracts |
|  | Work with the Engagement Advisors to track who we need to be targeting |
|  | Be the first point of call for people wanting to speak to the relationship team |
|  | Work with the Employer engagement team to track which employers we are working with |
|  | Track the live jobs we have and what jobs are partners have live |

**Person specification**

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| **SKILLS AND CORE COMPETENCIES** |
| **Technical competency (qualifications and training certificates/licenses)**   * Competent with Microsoft Word/Excel/PowerPoint |
| **Experience**   * Customer service * Business Administration * Data Entry |
| **Skills and Attributes**   * Driven and passionate * Strong organisational skills * Strong customer service * Strong communication skills * Exceptional time management * Ability to self-manage |

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| **OTHER** | |
|  | To contribute to team and departmental meetings as required |
|  | To promote the charity in a positive and professional manner |
|  | To provide support to organisational staff and the Charity CEO as required |

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| **Health and Safety**  The post holder is required to maintain and promote a positive attitude to health and safety and to comply with and ensure compliance with health and safety codes of practice for the safety and wellbeing of learners and staff. |
| **Equality & Diversity**  Landau has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. Landau’s mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes |
| **Safeguarding of Children and Vulnerable Adults**  Landau is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. This post is subject to an Enhanced DBS check (at Landau cost) |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale

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| **Prepared By:** | **Cerys Holder** |
| **Date:** | **22/06/2021** |
| **Signed By:** |  |
| **Date:** |  |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.