

**Job Title:** Administrator (2 vacancies)  
**Reporting to:** Administration Manager  
**Salary:** £6.50 per hour, 37.5 hours per week  
**Location:** Central Manchester



**We are proud of our excellent reputation in providing training and support to unemployed people across England. We are now expanding our team of administrators, to help bring our vision to life.**

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### Background to Armstrong Learning

Armstrong Learning was founded in 2001, initially to provide specialist training and support for people in the music and creative industries. Our customers have included large public sector organisations such as DWP, Jobcentre Plus and LSC as well as private sector businesses, colleges and industry specific training organisations. We have continued to diversify our activities and in 2009, acquired Access to Music, a leading national provider of popular music education.

Our employability 'Welfare to Work' provision continues to expand. We are the national Prime provider of DWP's New Deal for Musicians, and we also deliver DWP's New Deal Mentoring service across the North West and East of England. We pride ourselves on our ability to provide high quality training and support to people, in innovative ways.

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### Background to Administrator vacancies

We are a dynamic, growing and friendly business, based in central Manchester. We deliver programmes in music and mentoring to unemployed people, nationally.

The administration of our employability programmes for unemployed musicians and for others who require mentoring, to help them back into work, is substantial and vital to the continued success of our work.

Closing date: 20<sup>th</sup> March 5pm

For a full person specification visit our website or contact us:

Email [jobs@armstronglearning.co.uk](mailto:jobs@armstronglearning.co.uk)

Telephone 0161 247 7733/4

[www.armstronglearning.co.uk](http://www.armstronglearning.co.uk)

How to apply:

Please apply by enclosing your CV and **producing a statement**, which indicates

- How your skills and knowledge address **each point of the person specification**.
- Please give details of your current salary.
- Please give details of any notice period.
- Please return the completed Equal Opportunities monitoring form.
- Please give details if you are working under a visa.

Email: [jobs@armstronglearning.co.uk](mailto:jobs@armstronglearning.co.uk)

Tel: 0161 247 7738 or 0161 247 7733/4

Armstrong Learning Ltd

26 Hulme Street

Manchester

M1 5BW

[www.armstronglearning.co.uk](http://www.armstronglearning.co.uk)



**We are looking for two administrators:**

**MIP (Music Industry Provider) administrator:**

We need a skilled administrator, who can assist with the administration of attendance management and of new starters and leavers on our music programme. Normal administrative procedures will be involved (filing, data entry, completion of paperwork, handling queries) but the role also includes working closely with others in our team, sending information to remote staff and supporting the delivery of the programme. Answering telephone queries from clients, staff and other business contacts will also require an excellent telephone manner and commitment to quality and customer service.

Key Skills: Attention to detail; excellent organisational skills; excellent communication skills, comfortable in an office environment; good with paperwork, IT, information flow; organised, friendly, good team member; professional approach and excellent customer facing skills on telephone.

**Mentoring administrator:**

We need a skilled administrator, who can assist with the administration of new starters and leavers on our mentoring provision, together with operational administration of all our customer support contracts. Normal administrative procedures will be involved (filing, data entry, careful completion of paperwork, handling queries) but the role also includes working closely with others in our team, sending information to remote staff and supporting the delivery of the programme. Mentoring customers often face multiple barriers to work and include vulnerable adults, requiring excellent interpersonal skills on the telephone. A key part of this role will also be to support the work of our outreach team of mentors, liaising with Jobcentre staff and others across 5 districts of England. Answering telephone queries from clients, staff and other business contacts will also require an excellent telephone manner and commitment to quality and customer service.

Key Skills: Attention to detail; excellent organisational skills; excellent communication skills, comfortable in an office environment; good with paperwork, IT, information flow; organised, friendly, good team member; professional approach and excellent customer facing skills on telephone.

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**Key duties**

Duties of these roles will include but are not limited to the following:

- Ensuring that all administrative procedures are effectively followed, including accurately recording information into our management information systems and liaising with staff to ensure that all necessary paperwork and procedures are followed
  - Administrative duties, including handling incoming and outgoing mail, appointments, paperwork, filing and communications by phone, paper, fax or email. Managing small petty cash transactions.
  - Answering telephone queries from clients, staff and other business contacts.
  - Working closely with Jobcentre Plus advisers and staff across England to ensure that customers' are referred, started and finished on the course within guidance.
  - Using our in-house database to maintain up to date records and produce management reports.
  - Conducting yourself at all times in a professional and courteous manner with customers and other business contacts including Jobcentre Plus staff.
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## **Person Specification – Administrator**

### **Essential**

1. A team player with excellent communication and listening skills
2. Able to demonstrate a very good working knowledge of Word, Excel, Outlook Express and the Internet and be able to develop skills in new software quickly.
3. Able to demonstrate a professional outlook and excellent 'customer facing' skills in your telephone manner and in all duties.
4. Able to prioritise and multi-task during periods of intense activity, delivering accuracy within time constraints
5. Able to ensure client and professional confidentiality
6. Able to deal professionally with a wide variety of people from different backgrounds, including long term unemployed people with complex needs and staff from Jobcentre Plus offices.
7. Communication skills, demonstrating an ability to provide an efficient and helpful service to customers, staff and Jobcentre staff, handling issues and queries efficiently and professionally including on the telephone.
8. Administrative skills, including handling incoming and outgoing mail, paperwork, filing and communications by phone, paper, fax, email; managing small petty cash transactions and delivering the highest levels of accuracy at all times.
9. Focused, professional and courteous approach to handling relationships with clients, staff and Jobcentre staff .
10. Data entry skills
11. Excellent attention to detail
12. Ability to perform to the highest standards, within stringent compliance and audit rules.

### **Desirable**

1. Recognised Secretarial/Office Admin Qualification or customer service qualification
2. Knowledge of New Deal and / or benefits and support provided by Jobcentre Plus.
3. Other languages (especially Eastern European languages, Spanish, Portuguese)
4. Skills in data input and use of databases

**EQUAL OPPORTUNITIES AND DIVERSITY**

**Armstrong Learning is committed to promoting equal opportunities and diversity.** Employees and prospective employees, customers and prospective customers, are not discriminated against, victimized or harassed, directly or indirectly because of their gender, race, disability, sexuality, nationality, religious belief, employment status, social class, caste, age, size, HIV status and marital status. We are totally opposed to any form of discrimination and will take disciplinary action if discrimination takes place. Please complete this form to help us monitor our policies.

**HOW WOULD YOU DESCRIBE YOUR ETHNIC ORIGIN?**

Asian or Asian British – Bangladeshi (10)	Black or Black British – African (13)	Mixed – White and Asian (6)	White – British (1)
Asian or Asian British – Indian (8)	Black or Black British – Caribbean (12)	Mixed – White and Black African (5)	White – Irish (2)
Asian or Asian British – Pakistani (9)	Black or Black British – any other Black background (14)	Mixed – White and Black Caribbean (4)	White – any other White background (3)
Asian or Asian British – any other Asian background (11)	Chinese (15)	Mixed – any other mixed background (7)	Any other (16)
			Prefer not to say (17)

**DISABILITY**

**1. Do you have a disability? If yes, please tick the appropriate box and answer all the questions below. If no, please sign the declaration at the end of this document.**

*Definition of Disability:*

A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

visual impairment	mental health	other condition (asthma, diabetes)	
hearing impairment	temporary, after illness/accident	emotional/ behavioural	
disability affecting mobility	profound/complex disabilities	other physical disability	
multiple disabilities	no disability		
moderate learning difficulty	learning difficulty not listed	dyslexia	
severe learning difficulty	multiple learning difficulties	dyscalculia	
Other learning difficulty	no learning difficulty		

- From the information with which you have been provided about this position, would your disability be likely to affect your ability to carry out your duties? (If Yes, please explain how, overleaf) YES / NO / Not Applicable
- To your knowledge, are there any adjustments that we might reasonably be expected to make to overcome such difficulties? (If Yes, please give as much detail as possible, overleaf) YES / NO / Not Applicable
- Are there any special arrangements we can make to assist you (including attending for interview, should your application be shortlisted)? If yes, please detail overleaf. YES / NO / Not applicable

I certify that the details on this form are true to the best of my knowledge

**Signed:**

**Date:**