

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Senior Business Skills Advisor/Office Manager
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Post Holder	
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Accountable To	Accounts manager (Contracts and Procurement), Department of Enterprise and Business Innovation (DEBI)
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Responsible For	Management of business skills team
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Department	Department of Enterprise and Business Innovation (DEBI)
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Overall Purpose of Job
<p>To actively increase the provision offered by the DEBI and develop opportunities to maximise income generation. Co-ordinate Business Skills Advisors on a day-to-day basis to provide an effective service and support the range of activities within the DEBI. Co-ordinate the sales and marketing of DEBI provision to new and existing customers. Co-ordinate DEBI activity with responsibility for support the development of new and existing provision. Manage Business Skills Advisors to ensure external and internal customer needs are met. Ensure quality standards are maintained in the delivery of our services within area of responsibility.</p>

Main Duties and Responsibilities
<ul style="list-style-type: none">• Assist in the development of programme delivery to existing and potential new customers through effective marketing and promotion.• Liaise closely with Business Skills Advisors to focus on the developments of new markets and business opportunities with emphasis on sales, marketing and income generation.• Co ordinate the delivery and organisation of course provision across DEBI.• Promote products and services effectively to appropriate markets/customers.• Monitor and manage the workload of the Business Skills Advisors to ensure timescales are met and report on variances to the Account Manager - Contracts, Procurement & Employability.• Oversee customer service processes to ensure a high quality customer-focused service is delivered to meet and exceed customer expectations.

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- Monitor service delivery through robust monthly reporting processes within area of responsibility.
- Administration and co-ordination of accurate input into internal and external information management systems (eg Student Records System, FIPS,).
- Co-ordinate all ITA activity across DEBI and provide monthly reports on successful applications.
- Attend and participate in relevant internal and external meetings.
- Develop and maintain quality standards and expertise by undertaking relevant professional development.
- Adopt flexible working methods to meet the changing needs of the College.
- Promote and comply with legislation including Health and Safety, Equalities and Inclusion, General Data Protection Regulation, Prevent and Safeguarding.
- Conduct self at all times in line with our College values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students
- All other duties as directed by the Account Manager – Contracts, Procurement and Employability
- Undertake any other duties appropriate for the efficient and effective management of the College as directed

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date
(Staff Member)

Signed Date
(Line Manager)

PERSON SPECIFICATION

QUALIFICATIONS		Essential or Desirable
	Maths, English at SCQF 5	E
	HND Business and Administration (or equivalent)	E

KNOWLEDGE		Essential or Desirable
	Operational sectors within Borders College	D
	Microsoft packages	E
	Filing Systems	D

EXPERIENCE		Essential or Desirable
	Experience in promoting and marketing provision	D
	Experience in working in an administrative role	D
	Experience in leading teams	E
	Working in a team and supporting other team members	E
	Experience of working in a sales-led role	D

INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
	Presentation skills.	E
	Excellent communication skills – both individual and group.	E
	Negotiating and influencing skills.	E
	Ability to develop positive working relationships with individuals at all levels (internal and external) and to promote the College.	E

OTHER ABILITIES/QUALITIES		Essential or Desirable
	Good time management & organisational skills.	E
	Effective decision-making skills.	E
	Good ICT skills.	E
	Ability to work flexibly and effectively respond to changes.	E
	E-literate and competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information	E
	Have a strong sense of purpose and the drive to achieve agreed goals	E
	Able to plan ahead and anticipate support needs.	E
	Ability to work effectively within a team	E

ATTITUDES AND BELIEFS	Essential or Desirable
Commitment to continuous professional development.	E
Commitment to high professional and personal standards of work and conduct.	E
A commitment to keeping your professional knowledge up to date and improving your capabilities	E

WORK-RELATED CIRCUMSTANCES	Essential or Desirable
The ability to be flexible and provide support to other team members.	E