



Job Title	Customer Service and Bookings Administrator
Department	NOAH Academy
Reporting to	Training and Employment Manager
Hours	37.5 hours Monday to Friday
Annual Leave	25 days plus bank holidays
Location	Bedford and Central Beds
Probationary Period	Six months
Conditions of employment	As contained in staff contract and NOAH Enterprise's Statement of Terms and Conditions of Employment and Staff Handbook.
Main role and purpose of position	<p>The NOAH Academy seeks to address poverty by helping people to realise their full potential, through training and employment support.</p> <p>This postholder will be the 'front-of-house' for all NOAH short courses and employment support in their region. They will book clients onto courses or appointments, advise them on which course or service, deal with student referrals from various partners, monitor attendance and ensure information is recorded accurately. They will create start and end packs for the courses and deal with day-to-day administration and enquiries for the services. They will maintain databases and records as required by the funders.</p>
Main duties and responsibilities	<ul style="list-style-type: none">• Book clients onto courses and advise them on which course would be suitable• Deal with all enquiries including answering the phone and door, and responding to emails from customers and visitors• Update any schedules and registers to ensure accurate information is available at all times• Manage the appointments for the Employment and Immigration Advisors• Provide day to day administrative support to ensure the smooth running of the courses and the Employment service• Support in general office admin including ordering materials, archiving and photocopying• Complete start and end packs to include registers and certificates for each course• Maintain individual learner records• Support Course Coordinator(s) and Employment and Immigration Advisor(s) with student inductions• Monitor attendance on all courses, and follow up on non-attendance with calls, texts and emails• Develop and maintain database records.• Maintain records required by external agencies, filing reports and information as required by given deadlines.• Any other duties deemed appropriate by your line manager.• Signpost clients to other NOAH services which may meet their needs



Qualifications and experience	Successful applicants will have: <ul style="list-style-type: none">• Excellent customer services skills or confidence to engage with others professionally• Ideally some experience within a project management or customer facing environment• Be able to demonstrate the ability to work as part of a team but also work under their own initiative.• Good IT Skills including Word and Excel• Outgoing and confident - happy to answer the phone and chat to clients and tutors in person
General	<ul style="list-style-type: none">• Act as a representative of NOAH Enterprise always and in a manner befitting the organisation• Take a responsible approach to your personal development – manage and update own skills base to ensure quality service delivery and engage fully with all training offered• Take a flexible approach to working hours (within scope of the agreed working week), with ability to work evenings or weekends on occasion• Some travel may be required across your region.• The post holder may from time to time be asked to undertake other duties as specified by the line manager.
NOAH policies and equal opportunities	All duties to be carried out in accordance with the policies and procedures of NOAH Enterprise, including the Equal Opportunities policy.
Values and ethos	<p>NOAH is a charity that helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives. We do this by providing care and advice services, training and wellbeing workshops, and opportunities for employment.</p> <p>We are truly driven by our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.</p> <p>We are a Living Wage Foundation Employer and are committed to promoting wellbeing and a work-life balance amongst our staff.</p>

NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.