



Business and Office Administrator

The National Skills Academy for Rail (NSAR) is an organisation established to enable the sector to deliver a modern and efficient, world-class railway through the development of a highly skilled and productive workforce. We also now have considerable external quality assurance responsibility for apprenticeships in digital, logistics and rail. We are currently recruiting for an Administrator to join the growing team and support the new office based in Darlington, helping us to build this new business presence in external quality assurance.

If you're well organised, like being part of a team and being part of something at the beginning, helping to build a new service, this role could suit you perfectly. You must be of smart appearance, motivated and forward thinking. You will be computer literate with a good telephone manner and willing to work in a team environment.

You will be responsible for a range of tasks and must ensure a high level of service is delivered to all clients of the company at all times.

Primary responsibilities:

- CRM & Data Management – Responsible for maintaining customer relationship data pre and after the sale or service process is complete. Update and manage contacts ensuring NSAR is fully aware of the status of the client relationship;
- Management of the end-point assessment organisations' Internal Quality Assurance calendars;
- Make and receive telephone calls to/from colleagues, customers and members;
- Provide a high standard of customer service to internal and external visitors;
- Scheduling meetings, attending and minute taking;
- Establish good working relationships with team members;
- Complete general administration tasks; filing, scanning and printing;
- Handling internal and external mail;
- Responsible for maintaining adequate stock of office supplies;
- Developing and updating quality procedures in collaboration with colleagues;
- Be aware of and comply with the Company's policies and procedures.

Essential Attributes:

- Educated to at least level 3, for example, Level 3 Business Administration, project management or equivalent qualifications;
- Strong ICT skills in MS Outlook, Word, Excel, Publisher;
- Previous proven administrative/office experience;
- Excellent attention to detail, and thorough administrative skills;
- Credibility and integrity and an ability to be an effective ambassador for the organisation;
- Have experience of working with a formal collaborative management system or similar



- Able to work on own initiative and as part of a small team;
- Excellent literacy and numeracy;
- Self-motivation, commitment and enthusiasm and the ability to work calmly under pressure.

Location: Darlington

Hours: 40 per week, Monday to Friday

Salary band - £22k-£25K depending on skills and experience

***To apply for the role, please submit you CV and a covering letter to
Laura Harris with the job title in the subject heading at:***

Laura.harris@nsar.co.uk

