

Vacancy Checklist

Closing Date	asap
Interview Date	asap
Possible start Date	asap

Company Name	NAPIT Training
Company Address	Kestrel Court Harbour Road Portishead Bristol City of Bristol BS20 7AN
Contact Name	Faye Ramsden
Contact Number	01623 819436
Contact Email Address	faye.ramsden@napit.org.uk

Employer Description	<p>NAPIT is a leading Government approved and United Kingdom Accreditation Service (UKAS) accredited membership scheme operator in the building services and fabric sector. There are currently more than 16,500 NAPIT registered installers in the electrical, heating, plumbing, ventilation, microgeneration and building fabric trades across the UK domestic, commercial and industrial markets.</p> <p>NAPIT Training is a division of the NAPIT Group that represents a brand of high-quality training in the industry, offering dedicated training sessions where each candidate gets the opportunity to achieve industry recognised qualifications in their trade.</p>
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Vacancy Title	Student Services Advisor
Qualification / Level (Standard)	GCSE/A Levels/Advantage if postgraduate
Vacancy Short Description	Provide administrative support for the overall running of NAPIT Training. Reporting into the Student Services Manager and assisting with the day to day running within the facilities team.
Vacancy Full Description	<p>General administration/Enquiries</p> <ul style="list-style-type: none"> • Meet and Greet • General enquiries • Maintaining mailbox • Identify and escalate potential issues that may arise <ul style="list-style-type: none"> ○ No Shows/Drop-Outs ○ Cancellations • Monitor and review feedback • Post • Book Sales • Ordering Stationary and Refreshment stock • Arrange & Monitor Maintenance of the centre and escalate <p>Transfers</p> <ul style="list-style-type: none"> • Transferring candidates • Processing payments • Transferring customers due to date or venue change

	<p>Resits</p> <ul style="list-style-type: none"> • Managing customer through training and assessment process. • Maintaining a list of customers who need to complete assessments • Processing payments <p>Course materials</p> <ul style="list-style-type: none"> • Print relevant handouts and assessment paperwork • Print course registers • Issue materials if course via distance learning (Nimble) • Booking online course exams <p>Course reminders</p> <ul style="list-style-type: none"> • Send out Email reminder to call candidates or text if required using Message Bird <p>Tracking Log</p> <ul style="list-style-type: none"> • Maintain all tracking logs <p>Certification</p> <ul style="list-style-type: none"> • Log all results on Walled Garden • Create, Print and Post Certificates to Customers and make all relevant notes to advise other teams <p>Exams</p> <ul style="list-style-type: none"> • Registering customers on relevant exam • Invigilating exams <p>Scheduling</p> <ul style="list-style-type: none"> • Monitoring attendance escalating issues <p>Venue</p> <ul style="list-style-type: none"> • Booking Pop up Venues & Liaising with venues
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Working Week: (for example 9-5 Monday-Friday)	8-4 Mon-Fri
Hourly Wage	
Lunch Break (please state duration & paid/unpaid)	30 Minutes unpaid
Weekly Paid Hours (number)	37.5

	Essential	Preferred
Skills	<ul style="list-style-type: none"> • Good IT Skills • Good Written & Verbal English • Good phone manner – Confident to make outbound calls in a polite and professional manner. • Able to work on own initiative as well as in a team. • Attention to detail • Able to work to deadlines 	
Personal Qualities	<ul style="list-style-type: none"> • Flexible • A can-do attitude • Team Player • Energetic and enthusiastic • Highly organised and hard working • Well-Presented • Self-Motived • Open to and willing to learn new ideas 	

Qualifications		<ul style="list-style-type: none"> • Postgraduate is an advantage but not essential • Previous administrative experience highly preferred • Previous experience in customer services preferred
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Future Prospects	Business Administration Courses available after probation period completed and potential development opportunities
Company Benefits	31 days paid holiday including Christmas shut down and bank holidays Membership of company health cash plan after probationary period