



Institute of Chartered Shipbrokers

Job Specification for Education Team Administrator

Job title:	Education Team Administrator
Reports to:	Director
Location:	London EC3
Salary:	Competitive (£23K to £28K per annum)
Days/Hours:	Monday to Friday from 9:00 to 17:00
Closing date for applications	Monday 22 nd May 2017
Interviews:	Will be held 29 th May – 8 th June
Start Date:	Immediate

How to Apply: Please email CV and cover letter to hr@ics.org.uk To apply for this role you must have the right to live and work in the UK.

ABOUT THE INSTITUTE

The Institute of Chartered Shipbrokers is an internationally recognised professional body in the maritime sector and represents those involved in commercial shipping including shipbrokers, ship managers and agents throughout the world. There are 25 branches in key shipping areas worldwide, around 4,000 individual members, over 100 company members, and around 5,000 students. The Institute's represents a commitment to maintaining the highest professional standards across the shipping industry.

As a major provider of education and training, the Institute sets and examines against the syllabus for membership, providing the shipping industry with highly qualified professionals. The Institute operates its own distance learning programme, TutorShip, and provides a variety of courses designed for both new entrants to the shipping industry and more experienced people looking for specialised knowledge. TutorShip courses are offered in 18 Distance Learning Centres run by the Institute around the world.

ABOUT THE ROLE

We are currently looking to fill a position available for an experienced team administrator in our Education and Examination department who has great attention to detail, and ability to multitask and a proactive and positive attitude.

We are particularly looking for applications from people with experience at membership or educational organisations either employed or in a voluntary capacity.

A competitive salary is available for the right candidate, with access to an employer supported pension scheme and annual travel card loan.

JOB PURPOSE AND KEY RESPONSIBILITIES

The Education team is responsible for handling all day-to-day enquiries from students, running of examinations, management of teaching centres, online tutorials and other projects. The Education team administrator will play a key role in ensuring the smooth running of the Institute's examinations and wider education programme.

EXAMINATION AND EDUCATION PLANNING

- Coordinates the annual activities and processes of the Education Team
- Communication with external stakeholders (examiners, tutor, etc)
- Assist in ensuring that the Education team meets all deadlines

ADMINISTRATION AND SYSTEMS

- Assist in managing the day-to-day enquiries sent to the Education Team
- Assist in logging bugs and changes for the Institute's database
- Support the implementation of procedures to formalise and document the Education team's key operational processes
- Support key meeting and events including arranging travel and accommodation.

STUDENT SUPPORT

- Manage the despatch of all study material provided to students
- Ensure that student enquiries are resolved in a positive, timely and professional manner.
- Input all student records on the Institute's database and in conjunction with the student, ITC or Branch to ensure 100% accuracy.
- Work with the Finance Team to ensure that all student invoices are paid and assist with the timely reconciliation of exam and exemption fees.

ESSENTIAL SKILLS

- Essential previous administration experience
- Great multitasking skills
- Attention to detail
- Excellent communicator
- Great customer's services and strong interpersonal skills
- Ability to work with a diverse student population
- IT literate, general online social media, working knowledge of Microsoft Word/ Excel and PowerPoint.

- Excellent time management and be able to meet deadlines.