

Role Profile

Job Title: Receptionist/Central Services Administrator

Department: **Shared Services**

Responsible to: Central Service Manager

Working hours: Full Time – 8:00am-4.45pm Mon-Thur & 7.30am-12:00noon Fri

Location: Office based - Blackburn site

Main purpose of job:

We have an exciting opportunity at **Training 2000** for a **Receptionist / Central Services Administrator** to join our Central Services team.

We're looking for a committed, professional, and customer-focused individual to support our organisation by delivering high-quality administrative and reception services.

You will act as a key first point of contact—handling external customer queries and internal requests with professionalism and efficiency in line with company service level agreements (SLAs).

Main Duties:

Reception (approx. 50% of role)

- Always represent the business with a professional appearance and positive attitude.
- Provide a welcoming and efficient reception service for all visitors, staff, and contractors.
- Handle incoming calls and emails, ensuring timely and accurate responses and resolutions.
- Monitor the **info@** email inbox, directing enquiries to the appropriate department while ensuring prompt follow-up.
- Report learner absences to employers and tutors.
- Update learner and customer databases on a regular basis ensuring that the company has accurate information particularly regarding certifications.
- Receive, process and issue learner certificates, keeping detailed and accurate records.
- Manage incoming and outgoing post, including franking and arranging recorded delivery.
- Arrange travel and accommodation bookings, including raising purchase orders and updating PO logs.
- Order stationery and paper supplies as required.
- Carry out general administrative tasks (e.g. typing, scanning, printing, photocopying, emailing, filing).
- Ensure reception is clean, safe, and represents the brand professionally.
- Comply with data protection policies (e.g. GDPR) and maintain confidentiality at all times - being mindful of working location and accessibility of documents.

Where your future matters



Central Services Administration

- Respond to admin requests via the Central Services request system in line with agreed SLAs.
- Manage task workload and provide timely updates through the work request system.
- Deliver high-quality, confidential admin support across the business, following defined standards and procedures - performing a wide range of administrative tasks taking due care with regards to confidentiality and safeguarding.
- Input accurate data into various systems, including Awarding Body platforms (e.g., learner registrations, exam bookings, certificate claims).
- Support exam administration, including resource booking and preparing/processing paperwork.
- Undertake invigilation or support duties (when required) in line with JCQ regulations and company policies (full training provided).
- Liaise with the University of Lancashire finance team to assist with resolving purchase or sales queries.

General Duties

- Maintain a professional image and deliver excellent service at all times.
- Organise and prioritise workload effectively, while supporting team members when needed.
- Meet deadlines and escalate issues requiring judgement or managerial input.
- Always handle information and situations with discretion and confidentiality.
- Demonstrate flexibility by covering for team during absences or peak workload periods.
- Carry out any other reasonable duties as requested by the Central Administration Manager.

Signed by Employee	Date:

Where your future matters

Person Specification

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Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> Accredited qualification of minimum Level 2 in literacy, numeracy and ICT 	<ul style="list-style-type: none"> Possession of qualification in NVQ Level 2 Customer Service and or Business Administration or equivalent
Skills & Relevant Experience	<ul style="list-style-type: none"> Is fully competent & can demonstrate strong IT capability in the use and application of all Microsoft applications. Demonstrates a high level of accuracy in all administration duties. Demonstrates strong experience of working in a fast paced, flexible and professional customer and administration environment. Demonstrates highly effective operational organisation and planning skills. 	<ul style="list-style-type: none"> Experience of working across multiple department specialisms Prior experience within an educational establishment
Behaviours	<ul style="list-style-type: none"> Demonstrates a positive and proactive approach in anticipating customer requirements and delivers to high standards of customer satisfaction. Demonstrates effective engagement and communication skills in the handling and management of customers and visitors. Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core Values. 	

Where your future matters