

Role Description	Education Administrator
V1 June 2021	

The Education Administrator reports to the Education Coordinator.

Responsibilities

Provides administrative support for the Education Coordinator and programme teams.

- Acts as the first day-to-day point of contact for learners and applicants
- Maintains email lists and learner records
- Deals with learner complaints and queries and escalates serious concerns to the Education Coordinator
- Initial processing of applications
- Updates programme information
- Answers learner and tutor queries