

JOB DESCRIPTION

Job Title:	Compliance Administrator / Receptionist
Responsible to:	Head of Commercial Training
Term:	12 Months
Salary:	National Minimum wage for your age group

Role Overview

At Sunderland Engineering Training Association (Seta), we are a trusted training provider and have an exceptional track record of delivering for clients across a range of sectors – many of which are global household names - and we provide a launchpad for careers in engineering, manufacturing and related industries. We work with a broad spectrum of companies, from sole traders to multi-nationals.

In a newly created role within our Business Development team, we are seeking to appoint a Compliance Administrator / Receptionist. You will become part of an experienced and knowledgeable team, as we deliver courses to businesses across the North East.

Duties & Responsibilities:

This role will include, but may not be limited to:

- Daily reception
- Answering incoming calls and transferring to the relevant department / taking messages
- First point of contact for internal and external stakeholders (Assisting with signing in and making refreshments for external stakeholders)
- Printing / scanning / filing / binding
- Creating all course documents (Register(s), funding paperwork, QR Feedback Code(s))
- Catering Orders for courses
- Induction of funded courses (getting paperwork completed)
- Assisting apprentices with any queries
- Ensure compliance with Seta's ISO9001:2015 quality management system
- Other duties as required from time to time

Key Skills & Qualifications:

Below we have listed essential and desirable criteria relevant to this position. The following knowledge and skills are a guide, however, and should not be seen as a list of requirements. Even if you are not sure about your existing skills but are excited about the role, we encourage you to apply. Please contact us if you would like to discuss your suitability for the role further.

Important for success:

- An excellent communicator with an ability to work with all levels of stakeholders
- An understanding of popular IT systems, particularly Microsoft Office
- Ability to use initiative to problem-solve
- Excellent organisational skills, time management and attention to detail
- A self-starter with the ability to work independently
- An understanding of Data Protection (GDPR)

Qualifications

- Literacy and numeracy at grade 4 (GCSE equivalent) or higher – Essential
- Clear DBS check – Essential (If no current DBS certificate one will be obtained prior to commencing in post)

Nice to have:

- Strong administrative background
- Experience of working on publicly funded contracts
- An understanding of information governance.

Working at Seta

Seta's Washington base is the largest engineering training centre in the North East with its own workshops, and boasts state-of-the-art equipment, while our location in the heart of the region allows easy access from both the A1 and A19 road links, with Newcastle, Gateshead, Sunderland, Durham and Middlesbrough all nearby.

Seta is accredited to ISO 9001: 2015 and is officially rated as a 'good' training provider by Ofsted.

Our perks:

We offer an attractive package including 25 days holiday (plus statutory days), an occupational pension scheme, free parking and an early finish on a Friday.

We actively encourage applications from people of under-represented groups as we strive to increase diversity in our workplace.

The deadline for applications: 04/10/2024

Interviews will be held on: Week beginning 07/10/2024