

## Job Description

### Job Title: Administration Coordinator

#### **About SLC**

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

#### **Company Mission**

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

#### **Company Vision**

Our vision is to be valued as a digital, customer-focused, centre of excellence.

#### **Job Details**

#### **Overview of department:**

The Service Delivery and Vendor Management department is responsible for providing the appropriate capabilities for the IT department. This is achieved through defined sourcing model and vendor management structures, to deliver against corporate priorities. The department owns the DTS demand and resource plans; and drives effective utilisation of vendors through appropriate vendor management performance metrics.

We are in the process of forming a team that will operate within the IT directorate but work closely with the SLC Commercial and Business functions to enable achievement of our corporate goals. In order to achieve our vision we require a dedicated team of staff who are keen to get involved in the early design of a new and exciting function that will quickly add significant value to SLC.

#### **Grade:**

2

#### **Reporting to:**

Head of Service Delivery and Vendor Management

#### **Budget Responsibility:**

None

#### **Line Management Responsibility:**

None

#### **Job Purpose:**

The Administration Coordinator will provide comprehensive administrative support to Service Delivery and Vendor Management team. They will be a single point of contact for the Head of

Service Delivery and Vendor Management, providing day to day support in the shape of the key responsibilities. The Administration Coordinator will need to have strong IT skills and be highly organised yet adaptable and able to handle conflicting priorities.

**Key responsibilities:**

- Proactive diary management, including provision of documentation for meetings
- Manage and respond to enquiries through email and telephone
- Maintain department stationary and supplies
- Booking meeting rooms and arranging meetings
- Minutes, note taking and action capture at meetings
- Coordinate and collate work for the Head of Service as appropriate
- Maintain department organisation structures charts and establishment data
- Support the administration elements of the recruitment process for the department
- Managing joiners process and ensuring new starts have appropriate equipment and support
- Arranging travel via the online booking system
- Administration activity associated with goods purchase and receipting processes for the department
- Maintain the department Intranet site
- Willing to undertake required duties to meet goals, objectives and deadlines

**Knowledge, Skills and Experience:**

- Strong organisation and time-management skills
- Strong overall IT skills, proficient in Microsoft Excel and the MS Office suit, and a demonstrated ability to quickly and confidently learn new software or applications
- Strong written and verbal communication skills
- Strong interpersonal skills
- Focus on accuracy and good attention to detail
- Ability to work with minimal supervision
- Experience of working under pressure to meet deadlines and manage competing priorities
- Knowledge / awareness of project environment is desirable
- Knowledge of SLC organisation, structure and functional responsibilities is desirable
- Minimum two years work experience in general admin duties is desirable