

Title: Data Administrator
Reporting to: Data Administration Team Leader

Location: Remote
Division: Central Support

Summary of role

Ensure all Individual Learner Record (ILR) data processing activities are carried out accurately and timely using ESFA ILR specification.

Supporting Data Administration Team Leader with all data processing relating to enrolments.

Role Responsibilities

- Validating and processing of new learner enrolments in ILR and Learner Management System (LMS)
- Working with Personal Tutors and Commercial Sales colleagues to resolve issues with learner enrolments
- Obtaining and checking learner's personal learning records with the Learner Records Service
- Ensuring all learners are allocated to a Personal Tutor or Development Coach in a timely manner
- Assisting with clearing the ESFA error reports, including FMR's and PDSATs
- Provide Information, Advice and Guidance to all clients that enable them to make informed decisions to meet their goals and objectives
- Supporting the wider Administration team with any other duties if required
- Adhere to GDPR regulations and all internal information and data security policies and procedures
- Maintain and develop positive relationships with all stakeholders
- Proactively promote and safeguard the welfare of children and young people you are responsible for or come into contact with

Key Performance Metrics

- Consistently demonstrate Paragon Skills pledge and core values
- Actively participate in own continuous professional development
- Maintain internal service level agreements

Qualifications

- Grade A-C GCSE in English and Maths or equivalent
- Level 2 Information, Advice and Guidance or equivalent experience
- Level 3 Business and Administration qualification or equivalent experience

Knowledge and Experience

- Experience of working in a fast-paced Data Entry or Administration role
- Experience of working as part of a fast-paced and dynamic team
- Experience of prioritising tasks and managing own workload without close supervision
- Experience of working in line with GDPR legislation and maintaining confidentiality and the highest degree of integrity
- High level of personal drive and experienced in meeting challenges in a positive way
- Understanding of ILR and ESFA funding requirements
- Confident to engage with employers and learners over the phone and via email
- IT literate and proficient in MS Office packages including Word, Excel, and Outlook
- Flexibility and able to travel to meet business needs

Skills and Abilities

- Effective communication skills – both verbal and written
- Strong personal drive and the ability to meet challenges in a positive way
- High levels of data accuracy with a strong attention to detail
- Self-motivated with the ability to plan and use own initiative to achieve targets and deadlines
- Ability to maintain confidentiality

Behaviours

- Creative with a solution focused, open mind and can-do attitude
- Forward-thinking with a desire to make a difference and inspire success
- Infectious and transferable energy to motivate and invigorate others
- Unique, persuasive, and confident to influence others and/or make decisions

Our Values

