

Job Description

Post: Commercial Administrator – Commercial and Contracts

Responsible To: Commercial and Contracts Manager

Purpose of Post:

The Commercial Administrator plays a key role in supporting the successful delivery of the College's Commercial and Contract activity. The post holder will provide comprehensive administrative, organisational and coordination support to the Commercial and Contract team, ensuring the efficient planning, delivery and evaluation of commercial training programmes, events, and employer engagement activities.

Working closely with internal departments, faculties, employers, training providers, learners, and external stakeholders, the role contributes directly to the achievement of the College's Commercial Plan by supporting income-generating activities, maintaining high standards of customer service, ensuring compliance with quality and funding requirements, and promoting a positive experience for all stakeholders.

The role requires excellent organisational skills, attention to detail, proactive problem-solving, the ability to manage competing priorities, and a commitment to continuous improvement.

Major Tasks/Job Activities:

Commercial Training and Programme Coordination

- Coordinate the end-to-end administration of commercial training programmes, short courses, and employer-funded training opportunities.
- Manage learner enrolment processes, registrations, attendance records, certification requirements, and course completion documentation.

- Liaise with internal curriculum teams, trainers, assessors, employers, and external partners to ensure the smooth delivery of training activities.
- Maintain accurate and up-to-date learner, trainer, employer, and course records in accordance with College policies and data protection requirements.
- Support the scheduling and organisation of training programmes, ensuring venues, resources, trainers, and equipment are arranged effectively.
- Monitor programme activity and provide administrative support to ensure contractual and funding requirements are met.

Commercial Events and Employer Engagement

- Lead on the coordination and administration of commercial events, networking events, promotional activities, and stakeholder meetings.
- Act as a key point of contact for event attendees, employers, partners, and suppliers, providing a professional and responsive customer experience.
- Coordinate event logistics including venue booking and catering
- Support the development of relationships with employers and partners by ensuring timely communication and high standards of customer service.
- Assist in identifying opportunities to promote the College's commercial services and training provision.

Administrative and Operational Support

- Provide comprehensive administrative support to the Commercial and Contract team, ensuring service delivery objectives are achieved.
- Prepare, maintain and distribute correspondence, reports, presentations, meeting papers, agendas, and minutes as required.
- Respond promptly to enquiries from internal and external stakeholders, ensuring issues are resolved or directed appropriately.
- Maintain effective electronic filing and record management systems
- Support procurement and purchasing processes associated with commercial activities in accordance with college procedures.
- Assist with the preparation and collation of management information, performance data, and commercial activity reports.
- Support budget monitoring by maintaining accurate records and providing administrative assistance where required.

Compliance and Quality Assurance

- Ensure all commercial activity is supported by accurate documentation and delivered in line with college policies, procedures, funding regulations, and contractual requirements.
- Assist in maintaining quality assurance processes and audit-ready records for commercial programmes.
- Monitor compliance documentation and highlight any issues or risks to the Commercial and Contract Manager.
- Support continuous improvement activities through the collection, analysis and reporting of customer feedback and performance information.

Stakeholder Collaboration

- Work collaboratively with curriculum areas, support services and external partners to ensure effective planning and delivery of commercial activity.
- Build positive working relationships across the College to facilitate cross-departmental cooperation and maximise commercial opportunities.
- Contribute to a culture of excellent customer service and continuous improvement.
- Represent the Commercial and Contract team at meetings and events as required.

General Responsibilities

- Maintain an up-to-date understanding of College policies, procedures, systems, and relevant legislation.
- Attend and contribute to team meetings, training sessions, and College events as required.
- Undertake any other duties commensurate with the grade and nature of the post.

Key Accountabilities

The post holder will be responsible for:

- Managing and prioritising their own workload to ensure deadlines and service standards are consistently achieved.
- Coordinating the administration and successful operational delivery of commercial events and commercial training activities.
- Maintaining accurate records and ensuring data integrity across commercial programmes and projects.
- Providing a high-quality customer-focused service to employers, learners, partners, and colleagues.

- Supporting the achievement of commercial income and business development objectives through effective administrative coordination.
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Supervision Received

The post holder will work with a high degree of autonomy while operating within established College policies and procedures. Regular guidance, support, and direction will be provided by the Commercial and Contract Manager. The role requires initiative, sound judgement, and the ability to identify and resolve operational issues independently where appropriate.

Working Relationships

Internal

- Commercial and Contract Team
- Curriculum and Faculty Teams
- Student Services
- Finance Team
- Quality and Compliance Teams
- Marketing and Communications
- Senior Management and College Support Services

External

- Employers and Commercial Clients
 - Partner Organisations
 - Training Providers
 - Awarding Bodies
 - Learners and Delegates
 - Public Sector and Third Sector Partners
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Qualifications

Essential

- SCQF Level 6 qualification (or equivalent) in a relevant discipline.
- English and Mathematics qualifications at SCQF Level 5 or above.
- Competent user of Microsoft Office applications and digital systems.

Desirable

- Business Administration qualification.
 - Experience of working within a further education, training, commercial, or customer service environment.
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Complexity and Decision Making

The role operates in a fast-paced and demand-led environment, requiring the post holder to balance multiple priorities, manage changing schedules, and coordinate a variety of simultaneous activities. The role requires sound judgement in prioritising workload, resolving routine operational issues, and escalating more complex matters appropriately.

Creativity and Innovation

The post holder will be expected to:

- Develop and improve administrative processes to enhance efficiency and service quality.
 - Produce professional reports, presentations, promotional materials, spreadsheets, and communications.
 - Maintain and develop systems for recording, analysing, and reporting commercial activity.
 - Identify opportunities for improved collaboration and streamlined working practices across the College.
 - Contribute ideas that support the growth and continuous improvement of the College's commercial services.
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Special Conditions

None.