

Operations Administrator

Location	Hybrid
Full Time	37.5 hours per week

We offer a comprehensive benefits package including:

- Competitive Salary
- Transparent bonus scheme
- Generous holiday allowance which increases with service
- Holiday Purchase scheme
- Pension scheme and death in service benefits
- Private Medical Insurance
- Sickness scheme

This is a fantastic opportunity to join a growing organisation in a role which will provide variety, autonomy and the opportunity to utilise talents to the full.

About DSW

DSW supports its clients to develop their people. We ensure that organisations have the talent they need and that their people have the skills they need to pursue successful careers.

We operate across three core service lines and bring these together as a managed learning service for our larger clients.

Learning & Development consultancy and training

We work with clients to deliver bespoke and tailored learning programmes with specialisms in the Culture, Leadership, Sales Excellence, Financial Services and Regulatory Change.

Learning Resourcing

Our handpicked talent pool of more than 850 associates provides clients with access to extensive cross-sector experience, sharing their knowledge of emerging best practice and innovation in the field of Learning and Development.

Assessment Services

We are the leading provider of Apprenticeship End Point Assessments within our sector, carrying out assessments for thousands of apprentices each year on behalf of a diverse range of employers including the NHS and high street banks. We were one of the first End Point Assessment Organisations to be recognised by Ofqual, have an enviable and growing client list of more than 1,500 employers and 100 training providers and receive exceptional client satisfaction levels.

We're a tight-knit team and have seen tremendous growth over the last four years.

Role

As Operations Administrator, you will play a key role in the smooth running of the business ensuring that we continue to deliver first class customer service for all our clients. The role provides planned and reactive administrative support to colleagues from across the business.

Key Responsibilities

- Processing associate and supplier orders, billing and payments
- Scheduling, training programmes and associate deployments
- Onboarding and liaising with associates
- Preparation of reports including monthly client dashboards
- Collating and preparing materials for bids

- Handling inbound client communications
- Maintenance of CRM records and Document Management

Skills & Experience

- Strong IT skills, particularly with the Microsoft Suite, experience using a CRM or SharePoint is desirable
- Great organisation skills and attention to detail to manage your own workload, prioritise tasks and get things right first time
- Professional, courteous, passionate, flexible, pragmatic, personable with a confident, 'can do' attitude
- Innovative, inspiring, incisive individual who works with integrity
- Some administration experience is beneficial, but not essential

How to Apply

Please send your CV, salary expectations and a covering letter or supporting statement of how your skills and experience meet the requirements listed above to ikasbia@dswlearning.co.uk