



The Education Business Partnership

WORK EXPERIENCE ADMINISTRATOR

Job Description and Person Specification

Elevate EBP is a social value organisation that works with young people of all ages to develop, shape and inspire tomorrow's workforce.

OUR VALUES: Integrity, Visionary, Driven, Experts and Innovative.

JOB OPPORTUNITY:

Work Experience Administrator

HOURS: Part time, Monday to Friday, 4 to 5 hours per day (20 to 25 hours per week)

SALARY: £24,805 FTE

LOCATION: Sefton House, Bridle Road, Bootle, L30 4XR

REPORTS TO: Head of Employability

ABOUT THE ROLE:

Elevate EBP is looking for an organised administrator to support our work experience team to get student placements ready. You will contact employers to arrange visits for colleagues to complete our health and safety paperwork before students start their placements. You will manage appointments, follow up outstanding bookings and keep our CRM up to date every day.

WHAT YOU WILL DO:

- Call and email employers to book and confirm visits.
- Coordinate diaries, deal with changes and keep colleagues informed.
- Record accurate contact notes, appointment details and next steps in our CRM.
- Spot missing information and follow it up so placement preparations stay on track.

WHAT WE'RE LOOKING FOR:

You will be comfortable speaking with employers, confident using digital systems and careful with detail. You can manage a busy list of tasks, follow things through and work well with a team. Experience in administration or customer service is useful; experience booking appointments or working with schools or employers would be an advantage.

WORKING PATTERN:

This role is for 4 to 5 hours every weekday, Monday to Friday.

WHAT DO WE OFFER:

- Up to 7.5% employer pension contribution
- A flexi-time system
- Support & development, including ongoing training, regular personal development meetings and 1-2-1 support from your line manager.
- We are a Fair Employment Charter "Aspiring" Level Employer, Disability Confident Employer and in the Top 100 UK Social Enterprises.

JOB DESCRIPTION:

Work Experience Administrator

JOB PURPOSE:

Arrange appointments with employers for the Elevate EBP team to visit and complete health and safety paperwork before students start their work experience placements. Keep accurate, current records in the CRM so colleagues can track bookings, follow up outstanding work and prepare students' placements on time.

MAIN DUTIES AND RESPONSIBILITIES:

- Contact new and existing employers by telephone and email to arrange health and safety visits with the relevant team member.
- Coordinate availability with employers and colleagues, confirm appointment details and promptly rearrange cancellations.
- Use the CRM every day to record contact details, conversations, appointment dates, actions and outcomes accurately.
- Check records for missing or inconsistent information and follow up with employers or colleagues where needed.
- Monitor upcoming placement dates and flag bookings or paperwork that need urgent attention to the appropriate colleague.
- Handle employer queries courteously, explain the purpose of the visit and pass technical health and safety questions to the relevant team member.
- Send confirmations and reminders and maintain clear communication with colleagues about progress and changes.
- Provide general administrative support to the work experience team, including managing shared correspondence and preparing simple updates or reports.
- Handle student and employer information confidentially and follow Elevate EBP policies on data protection and safeguarding.
- Work collaboratively and carry out other reasonable administrative duties appropriate to the role.

PERSON SPECIFICATION:

ESSENTIAL CRITERIA:

- Experience in administration, customer service or a role involving regular telephone and email contact.
- Confident, professional communication with employers and colleagues.
- Excellent attention to detail and accurate data entry.
- Ability to organise appointments, manage competing tasks and follow up actions by agreed deadlines.
- Competence using a CRM, database or similar record system and common office applications.
- Ability to work independently while keeping colleagues informed.
- Sound understanding of confidentiality and careful handling of personal information.
- Availability to work 4 to 5 hours each weekday, Monday to Friday.
- Experience using Microsoft Office applications such as Word and Excel.

DESIRABLE CRITERIA:

- Experience arranging appointments for a field-based team.
- Experience working with schools, young people, employers or work experience programmes.
- Familiarity with health and safety administration or placement paperwork.

ASSESSMENT: Application and interview. The role involves booking and coordinating visits; technical health and safety assessments are completed by the relevant team member.

APPLICATION DEADLINE: Please apply by emailing your CV and cover letter to Helen.Morris@elevate-ebp.co.uk by 5pm, Wednesday 14th October 2026. Interviews will take place the week commencing Monday 19th October 2026.