

Job Description

Job Title: Business Administrator [Education, Professional Practice [EPP]]

Job Location: Office based [Birmingham]

Responsible To: Education Manager

Job purpose

To provide pro-active, high-quality administrative support to the British Dietetic Association (BDA) and to their members.

To provide administrative support to the Education function of EPP, assisting with delivery of the Centre of Education and Development (CED) courses, be the point of contact for (Continual Professional Development (CPD) approval, Sports and Exercise Nutrition [SENR] endorsement and accreditation, and support research activity.

Job context

The British Dietetic Association, founded in 1936 is the professional association and trade union for registered dietitians in Great Britain and Northern Ireland. It is the largest organisation of food and nutrition professionals with almost 10,000 members.

The BDA is committed to promoting the science and practice of dietetics and raising awareness of the work that our members carry out. This role sits within the Education and Professional Practice team. The Education and Professional Practice Team leads on all aspects of professional practice education, and workforce development, influencing UK wide policy and practice within research, clinical governance, professional development and pre and post registration education and training. The BDA Classroom and Learning Zone provides continuing professional development opportunities and resources for the dietetic workforce and multi-professional training in nutrition and dietetics. The BDA are global partners managing the Practice-based Evidence in Nutrition (PEN) tool.

All staff uphold the values of the Association (Professional, Dynamic, Innovative) and represent the profession and the Association to stakeholders

Key areas of responsibility

CED Courses

- Manage and run CED courses including advertising the course, managing the delegate experience, monitoring and tracking all payments received and invoices raised and paying the facilitator once successfully delivering the course and evaluation. This also includes being the point of contact pre and post course.
- Liaising with stakeholders to implement the BDA course development process.
- Offer information, advice and guidance to course developers and attendees
- Support colleagues to identify trends in education and learning to inform the strategic business development of the CED and Learning Zone.

SENR Endorsement & Accreditation/CPD approval

- Main point of contact for SENR Endorsement & Accreditation/CPD approval
- Develop, manage and implement the administration process
- Manage all associated finances
- Support the delivery of the CPD events
- Offer information, advice and guidance to applicants and assessors and other stakeholders
- Minute taker for E&A committee and panel meetings
- Support colleagues to identify trends in education provision to promote development of SENR endorsement and accreditation.

BDA Endorsement and CPD approval

- Develop, manage and continuously improve processes for the administration of CPD approval and endorsement
- Main point of contact for CPD approval and endorsement
- Manage all associated finances
- Offer information, advice and guidance to applicants and assessors

Other:

- Support research activity
- Answer EPP queries from members and the public over the telephone and email, often being the first point of contact
- To undertake any other duties as may from time to time be required.
- To comply with all relevant BDA policies and procedures.
- Contribute to general administration duties as necessary for the smooth running of the BDA office e.g. info@ inbox, answering calls, post etc

Role Dimensions

Work Complexity and Judgement

The role also requires personal judgment and autonomy for a wide range of areas ensuring that policies and procedures are followed.

Impact on Reputational Risk

The post holder will be the sole point of contact for SENR endorsements and accreditation, CPD approval and for some CED courses. They will be responsible for building and maintaining working relationships in these areas.

Freedom to make decisions

The role has the freedom to implement and change processes and procedures in conjunction with the education manager

Money and resources

The role requires the post holder to monitor and track payments received for SENR, manage the associated finances for CPD approval and monitor and track payments for some CED courses.

Person Specification

Category	Essential	Desirable
Skills	<ul style="list-style-type: none"> • <i>Knowledge of Microsoft Office (Word, Excel, Power point etc)</i> • <i>Ability to deal with distressed members</i> • <i>Ability to problem-solve</i> • <i>Ability to communicate clearly and concisely in writing, on the telephone and face to face</i> • <i>Excellent organisation skills</i> • <i>High level of attention to detail</i> • <i>Prioritise and manage workload</i> • <i>Ability to work well under pressure</i> • <i>Ability to meet strict deadlines</i> • <i>Prepare formal minutes and agendas</i> • <i>Ability to investigate technical and database issues</i> • <i>Demonstrate an organised and methodical approach</i> • <i>Work in line with General Data Protection Regulations</i> • <i>Ability to demonstrate tact, diplomacy, flexibility and innovation</i> • <i>Work well in a team</i> • <i>Ability to perform consistently in line with the BDA values.</i> 	
Experience	<ul style="list-style-type: none"> • <i>Experience of preparing draft documents</i> • <i>Experience working in an administrative/business environment</i> • <i>Experience of working in a customer or member focused environment</i> • <i>Experience working with finances (e.g. recording and monitoring)</i> 	<ul style="list-style-type: none"> • <i>Experience of events</i> • <i>Experience in maintaining basic budgetary systems</i> • <i>Experience of accreditation and endorsement processes, customer service, working as part of a busy team in a fast paced administrative/business environment</i>
Knowledge	<ul style="list-style-type: none"> • <i>High-level administrative knowledge</i> • <i>Knowledge of CRM systems</i> 	<ul style="list-style-type: none"> • <i>Knowledge of the dietetic profession</i> • <i>A basic understanding of professional bodies would also be useful.</i>

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by Date
Job holder

Signed by Date