

## Job Description

**Job Title:** Business Administrator [Education]

**Job Location:** Office based [Birmingham – minimum two days a week] with flexible working

**Responsible To:** Education Manager

## Job purpose

To provide pro-active high quality administrative support to the Education function of the BDA, assisting with the organisation and delivery of the Centre of Education and Development (CED) courses and supporting education, quality assurance [e.g. accreditation and endorsement] and continual professional development processes as required. A key part of the role will be liaising with dietitians, learners, and education partners to ensure training excellence and contribute to the growth and development of the dietetic workforce.

## 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 around 12,000 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 arm of the Education and Professional Practice team. This 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 provides continuing professional development opportunities and resources for the dietetic workforce and multi-professional training in nutrition and dietetics via its inhouse learning platform [Moodle]. All staff uphold the values of the Association (Professional, Dynamic, Innovative) and represent the profession and the Association to stakeholders.

## Key areas of responsibility

### Course Administration

- Organise and deliver CED courses, including advertising, managing delegate experience, collecting evaluation feedback, tracking payments and invoices, and coordinating facilitator payments.
- Co-ordinate and maintain the team input for BDA publications including Dietetics Today and the BDA website
- Act as the point of contact for course attendees and facilitators pre- and post-course, ensuring smooth communication.
- Monitoring and responding to CED inboxes and queries.

## **Stakeholder Liaison & Support**

- Liaise with members [e.g. dietitians, learners, and education partners] to implement the BDA course development and quality assurance processes.
- Offer information, advice, and guidance to course developers, facilitators and attendees.

## **Member & Learner Support**

- Monitor and respond to queries in education inboxes and over the telephone, ensuring timely and helpful assistance.
- Provide administrative support for BDA education-related queries and resources.

## **Database & Record Management**

- Maintain accurate records related to course registrations, accreditation processes, and education initiatives.

## **Quality assurance and Continual Professional Development**

- As required, provide administrative support with the BDA's accreditation, endorsement and CPD approval process, ensuring compliance with BDA standards.

## **Other:**

- To undertake any other duties as may from time to time be required.
- To comply with all relevant BDA policies and procedures.
- To be an effective member of the EPP team.
- As required, contribute to general administration duties for education as necessary including inbox monitoring and meeting support.

## **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 a main point of contact for CED courses and liaise with stakeholders when providing support for other processes. 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 their line manager and education manager.

### **Money and resources**

The role requires the post holder to monitor and track payments for CED courses and some elements of quality assurance processes.

## Person Specification

Category	Essential	Desirable
Skills	<ul style="list-style-type: none"> <li>• Experience in administrative roles.</li> <li>• Strong organisation and multitasking skills.</li> <li>• Ability to liaise with dietitians, learners, and education partners to ensure effective training delivery.</li> <li>• Proficiency in Microsoft Office and CRM systems for database and record management.</li> <li>• Problem-solving skills, with the ability to handle challenges efficiently.</li> <li>• Good communication skills, both written and verbal, across different platforms (email, phone, face-to-face).</li> <li>• High attention to detail, maintaining accuracy in all aspects of work.</li> <li>• Resilience under pressure, maintaining a professional approach in busy periods.</li> <li>• Minute-taking and agenda preparation, ensuring clear documentation of meetings.</li> <li>• Capability to investigate and report technical and database issues as required.</li> <li>• Knowledge of GDPR, ensuring compliance with data protection regulations.</li> <li>• Ability to demonstrate tact, diplomacy, flexibility, and innovation in all interactions.</li> </ul>	<p>Experience in administrative roles in education, training or healthcare.</p>
Experience	<ul style="list-style-type: none"> <li>• Experience in drafting documents, such as reports, agendas, or correspondence.</li> <li>• Experience working in a busy administrative or business environment, handling multiple tasks efficiently.</li> <li>• Experience in a customer or member-focused environment, ensuring high-quality support and engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with finances, including recording, monitoring, and processing payments or invoices.</li> <li>• Experience in course management, accreditation, or CPD processes, ensuring compliance with professional standards and training frameworks.</li> </ul>

Knowledge	<ul style="list-style-type: none"> <li>• High-level administrative knowledge, with experience in managing administrative tasks, records and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with dietetics, nutrition, or allied health education.</li> <li>• A basic understanding of professional bodies would be useful.</li> </ul>
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## 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 .....