



JOB DESCRIPTION

Job Title:	<u>Centre Administrator</u>	Version:	<u>1</u>
Department:	<u>Centre Admin</u>		
Reports To:	<u>Centre Admin Manager</u>		
Supervises:	<u>N/A</u>		
Grade:	<u></u>	Date:	<u>October 2024</u>

Purpose of Job:

The Centre Administrator reports directly to the Centre Admin Manager and is responsible for providing a centre-focused, supportive and proactive administration service and ensure regulatory conditions and principles are met in all areas of work.

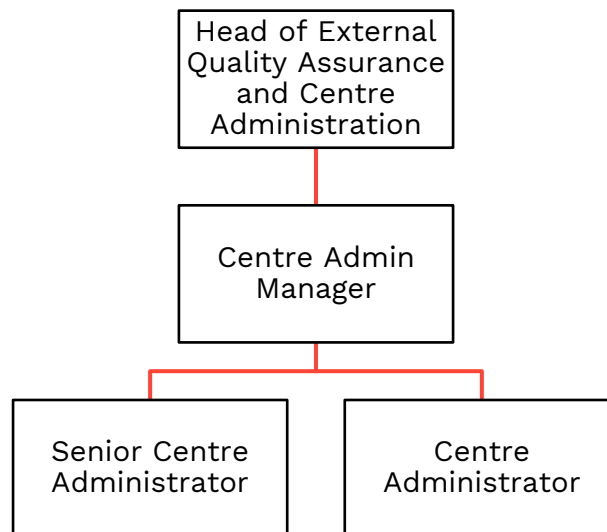
The role will maintain a timely, complete and accurate learner database and examination record and use and populate customer relationship management systems as appropriate to this role. The Centre Administrator will resolve customer queries and ensure the timely printing of certificates within the service level agreement.

The Centre Administrator will perform highly regulated administrative tasks using established procedures and testing new procedures to see if they might represent improvements over existing methods. The role will need to ensure the correct logos and information are printed onto the correct certificate templates depending on the location of the learner. The job holder performs complex administrative tasks without supervision and applies specialised knowledge of techniques, processes and procedures learned through job experience and technical training.

Dimensions:

Financial:	
Staff:	
Others:	Responsible for the registration and certification of circa 100,000 learners

Organisation Structure:



Principal Accountabilities:

- Undertake a wide range of differing administration tasks to support training providers across both brands. Tasks include (but are not limited to); learner enrolments, amendments, exam bookings, withdrawals, deferrals and RPL requests. Liaise with external suppliers where required.
- Manage/respond to customer queries (including case management) received into multiple inboxes ensuring emails are kept within advertised SLA. Direct complex queries/complaints to the Centre Admin Manager or the appropriate specialist when resolution cannot be reached.
- Support team members and other departments with centre and learner process coaching by producing/maintaining documentation to provide guidance on the department's processes.
- Act as first point of contact for diagnosing VTCT Skills system queries escalated by the Customer Support Team (liaise with external suppliers when need).
- Alert the Centre Admin Manager to any possible malpractice, maladministration, discrepancy or inconsistency suspected from learner or centre information.
- Proactively track and analyse enquiries to spot areas for development and make efforts to suggest ways of improving processes and practice to ensure fullest regulatory compliance.
- Develop and maintain a sound understanding of VTCT Skills/iTEC's administration systems, processes and its related linked software to support operations.
- Participate in rigorous software and system testing to ensure guidelines are met, and all glitches are identified/reported back to the supplier.
- Run/maintain data-cleansing procedures within the learner database to ensure all data held is correct and free of anomalies.

- Work alongside the relevant authorities to ensure learner data held within official databases comply with regulatory requirements, e.g. ensure data reported to LRS data is correct and corresponds.
- Upon request, assist internal and external colleagues (including management) by supplying data reports through running SQL queries.
- When required, support the Centre Admin Manager with project tasks.
- Support VTCT training providers with top-stage registration and certification file queries to ensure files are free of errors and submitted correctly, without delay.
- Carry out historic learner record searches (microfiche) across both brands and issue replacement certificates/transcripts where appropriate ensuring regulatory conditions are upheld.
- Organise and collate inbound departmental post ensuring work is appropriately distributed and all returned certificates are logged to initiate re-dispatch process.
- Work alongside the Compliance Manager to ensure appropriate certificate templates are created/updated to keep in line with regulatory conditions.
- Ensure certificate stock is maintained/replenished when required.
- Validate and prepare VTCT Skills certificate claim files for printing (wizarding and batching) ensuring all claim errors are identified and resolved to allow for a smooth processing and printing process.
- Manage iTEC certification by ensuring all bookings flagged for printing have gone through the necessary steps (e.g. invoicing, payment, results check) before printing/dispatch.
- Carry out regular print runs for both VTCT Skills and iTEC (including 'special case' runs) ensuring quality checks are completed on printed certificates to guarantee regulatory conditions and requirements are complied with.

General Responsibilities:

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation's Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation's business needs.
- To be responsible for their own health and safety.

Working Relationships and Contacts:

- Daily contact with fellow Centre Administrators
- Daily contact with the Centre Admin Manager
- Regular contact with Customer Support Team
- Regular contact with Qualification Administrators
- Regular contact with the Quality Assurance Team (including Examiners and EQAs)
- Regular contact with Assessment Administrators

Person Specification:

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Knowledge <i>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</i></p>	<ul style="list-style-type: none"> • Knowledge of Data protection legislation 	<ul style="list-style-type: none"> • Knowledge of the responsibilities of an Awarding Organisation
<p>Technical/Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, typing skills, etc.</i></p>	<ul style="list-style-type: none"> • Good eye for detail • Data entry • Proficient IT skills including Microsoft Outlook, Excel and Word 	<ul style="list-style-type: none"> • SQL Server Management or equivalent
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Excellent attention to detail • Excellent communication and customer service skills (oral and written) • Excellent organisational skills • Able to prioritise and work calmly under pressure to meet deadlines • Enthusiasm, tact and diplomacy • Ability to work under their own initiative and within a team • Proactive and flexible in approach • Ability to case manage • Ability to adapt to change and pick up new systems quickly 	

	<ul style="list-style-type: none"> • Ability to take ownership and ‘think outside the box’ to resolve queries • Willingness to undertake training and development activities • Understand the benefits of continual improvement 	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive).</i></p> <p><i>Please include a minimum no. of years’ of experience where possible (i.e. 3+ years).</i></p>	<ul style="list-style-type: none"> • Have a minimum of 2 years’ experience of working in a busy and complex administration environment • Account management • Working as part of a team and on their own • Sound experience and understanding of procedures or systems • Experience of using third party/supplier systems • Good time management and organisational skills 	<ul style="list-style-type: none"> • Experience of working in a regulated environment • Use of bespoke IT systems • Use of CRM systems • Interrogation of database information to draw conclusions • System/software testing
<p>Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • Be educated to Level 3 standard (A level/NVQ3 or equivalent) • GCSE grade C (or equivalent) in Maths and English or Level 2 Key Skills/functional skills/literacy/numeracy 	<ul style="list-style-type: none"> • Degree qualified