



## Operations Administrator

Location:	Home Based
Grade:	2
Reports to:	On Programme Team Leader
Direct reports:	N/A
Key stakeholders:	The Apprenticeships team, clients, learners

### Who we are & what we stand for

We are a leading provider of apprenticeships, accountancy, tax, finance & banking courses, and of professional assessments. We work together to make this an efficient, highly respected education and assessment organisation renowned for making a difference and creating successful careers.

As an employer, we work hard to make sure this a great place where everyone has an opportunity to succeed, regardless of sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice [click here](#).

### How you'll help us succeed:

By providing a smooth learner experience throughout their End Point Assessment and Functional Skills components of their Apprenticeship, from scheduling their functional skills exams to scheduling of End Point Assessment activities for achievement of their Apprenticeship. Ensuring all data is complete and correct, and processed in a timely way.

### Key Objectives

- Support the Team Leader in delivering a high quality service to the wider Apprenticeship business.
- Carry out effective and efficient processing in these key areas:
- Functional Skills and End Point Assessment: driving activity to create a seamless

administrative process, from registering the learner for Functional Skills or End Point Assessment, to scheduling the assessment activity to processing the learner as an achiever.

- Manage own workload and priorities ensuring that deadlines and expectations are met and quality is maintained.
- Act as the central support to Talent Coaches, Team Managers, Learners and Employers in respect of the Functional Skills and End Point Assessment process.
- Process data from delivery documentation into the business MIS system in an accurate and timely manner.
- Identify errors on paperwork, trackers and systems to ensure smooth transfer of data to the Skills Funding Agency.
- Ensure client service level agreement specifications are met efficiently and effectively with the support of Business Development and Client Solutions.
- Build and maintain strong relationships with both internal and external customers continually looking to deliver efficiencies and continuous improvement; and to delight our customers.
- Champion, in all that we do, the vision, values and quality expected by our company.

#### Our Values

- **Integrity** – we hold ourselves to the highest ethical standards in everything we do.
- **Knowledge** – we offer expert resources to help students achieve their academic and career best.
- **Support** – we provide students with the tools they need to succeed.
- **Opportunity** – we open doors and broaden access to education.
- **Results** – we are dedicated to helping students achieve their goals. We succeed when they succeed.

You'll also carry out other duties, within the broad scope and spirit of your role, as requested by your manager. Our business is continuously evolving, so your job description will evolve too.

What you'll bring



This role is ideal for someone with a good eye for detail, who likes to follow a clear path from A to B, and who takes pride in the quality of their work.

- You take personal responsibility for seeing the job done with attention to detail and querying any anomalies.
- Able to effectively manage a busy workload by managing conflicting priorities and meeting deadlines.
- Able to develop strong working relationships quickly across a wide range of customers.
- Demonstrate a willingness to help and support other members of staff within the team.
- Passionate about quality and delivering an excellent service to our customers.
- Able to articulate a clear and compelling message both verbally and in writing.
- Able to work independently as well as part of a remote team with joint KPI's and goals
- Focussed on quality and delivering against targets.

#### What you can expect

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

#### How you can progress

From this role, your potential routes for progression include:

- Senior administrator
- Opportunities in other business areas