

Job Description

Job Title:	Assessment and Resulting Administrator
Department:	Institute of Swimming > Quality Team
Reporting To:	Quality Manager
Location:	SportPark
Job Purpose:	To ensure efficient, effective and timely awarding of learners certificates.

Strategic Influence

(The extent to which the role directly contributes to shaping our strategic objectives)

- Have a good understanding of the impact of this role in delivering the organisations objectives and the impact this role has on the wider reputation of the organisation
- Short term focus on delivering an efficient service to relevant stakeholders

Key Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- Establish and maintain a good working relationship with the following stakeholders with the purpose of administering the certification process:
 - Course administrators
 - Quality team members
 - Contractors used to mark papers and assessments
 - Key contacts at Awarding organisations
 - Learners
 - Team members from other departments who are key to the service provided by the Institute of Swimming
- Actively foster two way communication with stakeholders to increase understanding and cooperation.

Professional Expertise

(The degree of technical knowledge & experience which is needed)

- Uses professional administrative expertise to ensure that all course resulting administration is completed in good time, reducing the overall time it takes from initial submission to final certification.
- Develops and maintains a good knowledge of the Institute's systems and training programmes, in order to provide guidance when resolving queries for internal and external stakeholders.
- Use excellent customer service skills in order to communicate effectively across all levels and channels of communication

Scope and Accountabilities

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Deliver an effective resulting service to the Institute of Swimming and its stakeholders in conjunction with the wider team and line manager.
- Ensure that all aspects of administration across all of the Institute's systems are completely accurately and timely.
- Awarding of all learners to all awarding bodies for approximately 1100 courses per year, to ensure that certificates are resulted in good time and in line with awarding organisation time scales.

Deliverables:

(The actual tasks and KPIs against which performance is measured and appraised)

Deliver an effective resulting service to the Institute of Swimming in conjunction with the wider team and line manager.

- Awarding of all learners to all awarding bodies for approximately 1100 courses per year, including:
 - Allocating the number of exam papers for PPO courses and call double mark samples
 - Coordinating the marking of PPO assignments
 - Coordinating aquatic fitness exams
 - Coordinating the marking of health assignments

Ensure that all aspects of administration across all of the Institute's systems are completely accurately and timely, including:

- Ensuring that certificates are resulted in good time and in line with awarding organisation time scales
- Resolving queries relating to the certification process, liaising with key stakeholders

And:

- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department.
- Proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity and Health & Safety.

Person Specification

Skills:	Essential or Desirable
Excellent customer service skills	E
Comprehensive IT skills including a thorough knowledge of word-processing, databases, spreadsheets and presentation skills	E
Excellent communication skills in person, via telephone, and email	E
Knowledge:	
Knowledge of educational functions, processes and systems	D
Knowledge of booking systems for payments	D
Knowledge of the Institute's courses and programmes	D
Knowledge of purchase order systems	D
Experience:	
Working in a customer focussed environment	E
Proven experience in administration/secretarial duties including telephone answering, minute taking, invoicing and electronic filing systems	E
Experience of managing processes to deliver first rate customer care to a varied customer base	E
Proven ability of delivering against KPIs/targets	E
Approach:	
Ability to manage a varied administrative work program and meet tight deadlines	E
Ability to work across a number of tasks at one time	E
Proven ability to act on own initiative and to work as part of a team	E
Qualifications:	
GCSE grade A - C in English & Maths or level 4 or above	D

Your Personal and Career Development Plan

Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded orange on our Career pathway, therefore other orange graded roles could offer additional skills or experience. Yellow and green graded roles would offer progression.