

Role Profile

Job Title:	Central Service Administrator
Department:	Central Services
Responsible to:	Central Administration and Call Centre Manager

Main purpose of job:

To provide a comprehensive customer service to both internal and external customers, as well as an inclusive administration service to all departments within the business. To drive the highest quality standards and duties which will be delivered efficiently and timely in accordance with the Company Service Standards and the Company Core Values.

Main Duties:

- To promptly and professionally respond to internal and external customer telephone calls, in line with the Company service level agreement, providing an end to end solution to all enquiries.
- To provide an efficient administration service to the Company which is of a high standard. To work to defined business standards and processes; performing a wide range of administrative tasks with due regards to confidentiality and safeguarding.
- To respond to all administration requests through the Central Services work request system, in a timely manner, ensuring that a quality and accurate service is provided at all times and that the customer is kept fully informed with the progress of their request and is fully satisfied with the outcome.
- To ensure the accurate and timely input of data when using Awarding Body Systems in line with their specific guidelines, which includes registrations, tests and claims.
- To update all learner and customer databases on a regular basis ensuring that the company has accurate information for management reports as and when required, which also ensures the timely and necessary drawing down of funding.
- To maintain a strong and professional image and reputation with all customers through a focused and responsive customer service.
- To provide cover for a comprehensive and professional reception service which includes the greeting and management of all visitors and contractors, ensuring a high quality customer service provision. Issue of company safety information, passes and a broad ranging administration service as required.

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Training 2000

- To conduct Compliance Audits in accordance with the audit procedures to highlight non-conformance with regards to the Companies quality and business assurance procedures, protecting the Organisations expected funding income.
- To be able to organize and schedule your own work and support others in the team as needed or directed.
- To prioritise and manage a varied workload and meet deadlines, reporting progress and seeking advice on matters which require judgement.
- To undertake invigilation duties in line with company policies and procedures and JCQ rules and regulations.
- To maintain confidentiality and be diplomatic with handling of situations.
- Adopt flexible working practices when required. The duties of post outlines are not exhaustive and the post holder will be expected to be co-operative and flexible, undertaking such other duties as may reasonably be required of the Central Administration and Call Centre manager

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Person Specification

Job Title: Central Service Administrator
Department: Central Services
Responsible to: Central Administration and Call Centre Manager

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> Accredited qualification of minimum Level 2 in literacy, numeracy and ICT. Is qualified and fully competent in the use and application of all Microsoft applications. Is qualified and fully competent in the use and application of appropriate software to a standard which is conducive to effective operation and support. 	<ul style="list-style-type: none"> Possession of qualification in NVQ Level 2 Customer Service and or Business Administration or equivalent.
Skills & Relevant Experience	<ul style="list-style-type: none"> Demonstrate strong IT capability in the use and application of all Microsoft applications. Demonstrates strong experience of working in a fast paced, flexible and professional customer and administration environment. Demonstrates highly effective operational organisation and planning skills. Demonstrates a positive and proactive approach in anticipating customer requirements and delivers to high standards of customer satisfaction. Demonstrates a high level of accuracy in all administration duties. 	<ul style="list-style-type: none"> Experience of working across multiple department specialisms Prior experience within an Educational establishment
Behaviours	<ul style="list-style-type: none"> Demonstrates effective engagement and communication skills in the handling and management of customers and visitors. Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core Values. 	

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Criteria	Essential requirements	Desirable requirements
	<ul style="list-style-type: none">• Demonstrates strong positive customer focused behaviours which enable the development of strong customer relationships.• Demonstrates behaviours which are inline with the Corporate Confidentiality Policy to ensure all information and documentation is protected with the Company's procedure guidelines and the guidelines set by legal requirements and the data protection act.• Demonstrates strong pride in their accuracy and quality of their administration work.• Demonstrates flexibility and an adaptive approach towards their role within the organisation.	

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