

# Job Description

## Qualifications Centre Administrator

<b>Job Title:</b>	Qualifications Centre Administrator
<b>Reporting to:</b>	ARC England Director
<b>Location:</b>	ARC Office, Chesterfield
<b>Hours of Work:</b>	20 hours per week
<b>Salary:</b>	£16,586 - £18,075 pro rata (actual salary £9,478 - £10,329)

### Main Purpose:

- To provide administrative support for ARC England's Qualification Centre and support to the Qualification Centre Manager.

### Key Tasks:

1. To administer the learner registration process - checking registration documents, producing costing for invoicing, registering with our Awarding Organisation, producing learner packs and entering details on the ARC database.
2. To process learner achievements and monitor progress - checking documentation submitted, claiming results, updating the ARC database, processing certificates and archiving learner's portfolios.
3. To support the preparation for audits/monitoring by the Awarding Organisation - producing reports, liaising with organisations and learners, processing portfolios and assisting with collating evidence required for external audits.
4. To respond to enquiries about qualifications, produce estimates, liaising regularly with Centre Assessors, learners and customers as needed in an efficient and timely fashion, and follow up.
5. To assist with updating the ARC website with information and updates relevant to the Qualifications Centre and to design marketing materials/campaigns to be distributed by e-marketing flyers (mailchimp/campaign monitor) and email.
6. To ensure the smooth running of systems, processes and information. Maintaining and improving in house information systems. Administering the Awarding Organisation system visits. Ensuring confidentiality is maintained at all times
7. To record and process completed workbooks - submitting to a nominated Assessor and handling correspondence feedback.
8. To ensure the smooth running and administration of yearly Standardisation Events in conjunction with the Centre Manager.
9. Complete any other duties and responsibilities as requested, commensurate with this role, and to work at all times in compliance with ARC England policy and GDPR.

## PERSON SPECIFICATION – Disclosure Service Administrator

Requirement	Essential /Highly Desirable
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• GSCE or equivalent in Maths and English</li> </ul>	E
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with databases and data input</li> <li>• Experience of general office administration</li> <li>• Experience of providing administrative support to a qualifications centre</li> </ul>	E E HD
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Understanding of the processes associated with working with learners, assessors and awarding organisations</li> </ul>	HD
<p><b>Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>• High levels of attention to detail</li> <li>• Ability to communicate with people at all levels, both written and verbal</li> <li>• IT competent in Microsoft Office</li> <li>• Ability to prioritise and manage a busy workload</li> <li>• Ability to identify opportunities to promote ARC England's qualifications centre</li> </ul>	E E E E D
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Ability to work in a flexible manner</li> <li>• Extremely organised</li> <li>• A pro-active person, self-starter</li> <li>• A confident communicator</li> <li>• A team player, able to form collaborative working relationships</li> </ul>	E E E E E