

ROLE PROFILE

Role:	CCNSG Administrator
Reports To:	Programme Administrator (interim measure) then UK Commercial Manager
Role Profile dated	2021-09
Signed as approved and correct by line director	

This role profile consists of two sections:

1. *The **Job Specification** sets out the purpose, business outcomes and key responsibilities.*
2. *The **Person Specification** sets out the qualifications, experience and behaviour expectations.*

Job Specification

Role Purpose:

To provide administrative support for the CCNSG Programme and to support administrative function of the ECITB.

Business Outcomes:

To be successful in this role the CCNSG Administrator must:

- Ensure CCNSG user enquiries are dealt with by the correct person promptly.
- Ensure administrative tasks that ensure the smooth management of the CCNSG Programme are completed accurately and efficiently, reliably and in a timely manner.
- Ensure other administrative tasks as assigned are completed accurately and efficiently, reliably and in a timely manner.

Key Responsibilities:

1. Monitor and manage the Programme Admin and ACE mailboxes on a daily basis to process CCNSG relevant email correspondence.
2. Daily call handling for all CCNSG enquiries through the administration call handling service.
3. Support the wider administration call and email handling rota.
4. Manage all Approved Training Provider correspondence and applications relating to foreign language use of the CCNSG programme.
5. Manage all Approved Training Provider correspondence and applications relating to non GB based use of the CCNSG programme.
6. Manage all ATP CCNSG delegate number issues where ATP s have to deviate from Standard Operation Procedures.
7. Manage the CCNSG and Combined CCNSG/ACE card extracts from the MSP and process card issuing.

8. Manage the CCNSG and Combined CCNSG/ACE card issues, including card errors and Membership Services Portal related issues.
9. Support the communications issued to CCNSG ATPs.
10. Provide administrative support to the CCNSG Committee.
11. Support ATPs in setting up MSP for on-line test access.
12. Support administration duties such as post handling on a rota basis.
13. Other duties as directed by Head of regional Operations or their deputy.

Role Parameters:

- Full-time, home based for the majority of time but with a requirement to work at least one day a week at ECITB head office in Hemel Hempstead Herts.

Person Specification

Experience & Qualifications

1. GCSE level of education (at Grade C or above) or equivalent including Maths & English. IT literacy is essential.
2. Three to six months related experience and/or training; or other equivalent combination of education and experience.
3. Excellent work organisation skills, ability to prioritise, and meet deadlines.
4. Reasoning ability to understand routine instruction whether verbal or written.
5. Ability to write routine correspondence. Ability to effectively give information clearly to customers, clients, and other employees of the organisation.
6. Be able to set up spreadsheet formulae and be competent in the setting up of CRM views
7. Problem solving ability to deal with problems that arise in standardized situations.

Core Competences

These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.

1. Business Acumen

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

2. Delivering quality results

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

3. Customer Focus

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

4. Planning & Organising

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time frames for completion and monitors progress. Is able to effectively manage own time and where required, the time of others.

5. Teamwork and Collaboration

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

6. Problem Solving

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

7. Leadership, taking responsibility

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help out, and offering to take initiative to get things done. Setting a good standard for others to follow. Understanding the organisation's culture and people so that taking initiative is effective i.e. without stepping on toes. . Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

8. Communication Skills

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

9. Professional behaviour

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

10. Delivering continuous improvement / adapting to change

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.