


ROLE PROFILE

Role:	Administrator - Products Department
Reports To:	Head of Products
Role Profile dated	2022-06
Signed as approved and correct by line director	

This role profile consists of two sections:

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

Job Specification

Role Purpose:

To support the work of the product managers to improve relationships with our Training Providers and to provide document and meeting support and management to the development team.

Business Outcomes:

To be successful in this role the post holder must:

- Ensure the provision of clear, appropriate and timely communication with our training providers, working with others as appropriate.
- Ensure administrative tasks that enable the smooth management of the approved training providers are completed accurately and efficiently
- Ensure the effective operation of ECITB approvals processes for training providers
- Ensure accurate and timely updating of ECITB systems including Customer Relationship Management (CRM) and Member Services Portal (MSP).
- Ensure documents for products in development are updated, proof-read and formatted to the current standards.
- Effectively communicate with Head of Product Development, Product Managers and other administrators.

Key Responsibilities:

- Monitor and manage incoming e-mails on a daily basis to process training provider relevant email correspondence primarily where it relates to provider/tutor and course approvals.
- Provide a central point of contact, including call handling, for approved training providers

- Set up virtual and face to face meetings for internal and external delegates, including arranging venues, managing delegate invitations and where necessary taking minutes.
- Support the ECITB approvals processes for providers, trainers and courses including maintaining records, communicating with providers, circulating papers and arranging approval meetings.
- Carry out document creation, editing and formatting, mainly in MS Office software. Maintain version control and copyright protection of documents.
- Upload product information into a range of systems
- Provide regular reports on product usage from the MSP
- Provide support to a small central ECITB administration team as required. This may include processing physical mail at the Hemel Hempstead office, answering incoming calls and supporting administrator colleagues where necessary.
- Other duties as may reasonably be assigned from time to time

Role dimensions

- The role is office based and operates a hybrid model of working with 3 days p/week in the office and 2 days p/week at home.
- Reasonable flexibility of working arrangements is required. Travel throughout the UK to support meetings may be required which could, on occasion, necessitate extended hours and nights away from home.
- No budgetary or managerial responsibility.

Person Specification

Experience & qualifications

1. Demonstrable experience in an administration position, ideally gained in an engineering/ construction or educational setting.
2. First-hand experience of customer relations and communication
3. Good analytical and problem-solving skills
4. Good time management skills to work to deadlines and deliver results
5. Communicate effectively, both verbally and in writing. Develop relationships with stakeholders within and outside ECITB
6. Good IT skills encompassing Internet and MS Office applications: Excel (including formulae and pivot tables), PowerPoint (including graphics and animations) and Word.
7. An ability to think creatively and move ideas forward constructively

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. Tenacious and resilient

Will not give up easily during difficult engagements. Is able to sustain actions to deliver against goals often when potential, or existing customers are avoiding contact or misleading the agenda. Will see a task through to its conclusion within the given timescale. Maintains a positive and professional manner in the face of work-related problems and frustrations.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.