


ROLE PROFILE

Role:	Administrator CCNSG
Reports To:	UK Commercial Manager
Role Profile dated	2022-08
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 primarily provide administrative support for the ECITB’s CCNSG (Client Contractor National Safety Group) Safety Passport and ACE (Assuring Competence in Engineering) Safety Card Programmes, with a secondary responsibility to support other administrative functions within the ECITB as required.

Business Outcomes:

To be successful in this role the CCNSG Administrator must:

- Administer the ECITB/CCNSG Safety Passport Scheme ensuring CCNSG/ACE queries and enquiries are dealt with promptly and by the correct person.
- Ensure administrative tasks connected to the effective management of the CCNSG/ACE Programmes are completed accurately, efficiently, reliably and in a timely manner.
- Provide Management Reports and general support to the UK Commercial Manager.
- Ensure all other administrative tasks assigned are completed diligently in a timely manner.

Key Responsibilities:

1. Monitor and manage the Programmes’ mailboxes on a daily basis and process all relevant e-mail correspondence with a customer service focussed approach.
2. Daily call handling for all CCNSG/ACE enquiries through the ECITB’s bespoke Administration Call Handling Service.
3. Provide direct support to the ECITB’s wider administration call and e-mail handling rota.
4. Manage all CCNSG Training Provider correspondence and applications relating to foreign language use and non-GB based use of the CCNSG programme.
5. Regulate CCNSG Training Providers so that they operate in accordance with the ECITB’s Standard Operating Procedures.
6. Manage the CCNSG and Combined CCNSG/ACE elements of the ECITB’s online service database (Membership Services Portal (MSP)) where course attendance and results are logged.

7. Coordinate the issue of new, replacement and lost CCNSG and Combined CCNSG/ACE Safety Cards.
8. Facilitate the issue of communications to CCNSG Training Providers.
9. Provide administrative and secretariat support to CCNSG Committee.
10. Support Training Providers in managing their MSP accounts.
11. Provide support to a small central ECITB Administration Team as required. This may include processing physical mail at the ECITB's Hemel Hempstead office, answering incoming calls and supporting administrator colleagues where necessary.
12. Other duties as directed by the UK Commercial Manager.

Role Parameters:

- 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. GCSE level of education (at Grade C or above) or equivalent including Maths & English. IT literacy is essential.
2. Three to six months administrative role experience and/or training; or other equivalent combination of education and experience, ideally some of which will have been customer facing.
3. Excellent work organisation skills including an ability to manage daily tasks and time, prioritise work effort and meet deadlines. An ability to work autonomously at times is a must
4. Ability to assimilate routine verbal and written instructions.
5. Proficient at writing routine business correspondence and disseminating information clearly to clients and colleagues.
6. Experience in data management and well developed skills with Excel (able to create spreadsheet formulae), Word and databases. Previous use of CRM software is desirable.
7. An ability to work autonomously and manage daily tasks and time.
8. Capable of solving routine problems and resourceful enough to ensure business needs are met.

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.