Job Description

Job Title:	**Products Administrator**
Job Level:	**7**
Reports To:	Training Provider Network Manager
Role Profile dated:	April 2026

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 deliver high-quality customer service to training providers and stakeholders by acting as a responsive and reliable point of contact, ensuring queries are handled efficiently and professionally. The role also supports the Product Delivery team through effective administration, coordination, and communication, helping to ensure the smooth delivery and continuous improvement of products and services, while contributing to a positive and seamless customer experience.

Business Outcomes:

To be successful in this role the post holder must:

1. Ensure clear, timely and professional communication with training providers, supporting a positive and consistent experience.
2. Ensure administrative processes relating to training providers are completed accurately, efficiently, and on time.
3. Maintain high-quality, accurate and up-to-date data across all systems (e.g. CRM, training delivery systems, website), while maintaining compliance.
4. Support the efficient and timely operation of training provider, trainer and course approval processes.
5. Provide reliable, proactive administrative support to the Product Delivery team.

Key Responsibilities:

(Outline main duties of the role.)

1. Monitor and respond to incoming emails and calls, ensuring queries are handled promptly, professionally, and escalated where appropriate.
2. Act as a key point of contact for training providers, delivering accurate information and supporting them in their delivery of ECITB products and services.
3. Administer approval processes for providers, trainers and courses, including maintaining records, coordinating communications, and arranging meetings.
4. Produce, maintain, and update regular reports and dashboards to support product usage monitoring, approvals, and decision-making.
5. Update website content to ensure training provider and course information is accurate and current.
6. Organise meetings (virtual and in-person), including scheduling, logistics, documentation, and minute taking.
7. Maintain and update internal documentation, guidance, and administrative operating procedures.
8. Support onboarding of new training providers, ensuring smooth setup and clear guidance on processes so they can deliver ECITB products and services.
9. Ensure compliance with internal policies and data protection requirements, handling sensitive information appropriately.
10. Identify opportunities to improve administrative processes and contribute to implementing improvements.
11. Manage and prioritise workload to meet deadlines and organisational priorities.
12. Undertake any other duties reasonably required within the scope of the role.

Role Parameters:

(Specify, travel requirements, safeguarding checks, and/or line management responsibilities.)

- The role is home based.
- Reasonable flexibility of working arrangements is required. Travel throughout the UK to attend and support meetings may be required which could, on occasion, necessitate extended hours and nights away from home.
- This role requires a DBS check prior to starting.

Person Specification

(List qualifications, experience/expertise, and key skills.)

Experience & Qualifications

1. Demonstrable experience in an administration position, ideally gained in an engineering/ construction or educational setting.
2. Experience in providing responsive, customer-focused support, ensuring enquiries are handled efficiently, issues are resolved appropriately, and a high standard of communication is maintained.
3. Good analytical skills with a solution-focused approach to problem solving.

4. Strong time management skills, demonstrating a proactive approach to organising and prioritising tasks to meet deadlines and achieve results.
5. Communicate effectively, both verbally and in writing, and builds positive working relationships with stakeholders within and outside the 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.