

JOB TITLE:	EDUCATION ADMINISTRATOR
JOB HOLDER:	
DATE UPDATED:	FEB 2024
REVISION (HR Office Use):	VERSION 1

1 MAIN PURPOSE OF THE JOB

To support the Head of Qualifications, the Quality Co-ordinator and the Education Team in the implementation of the quality procedures for the regulated qualifications to ensure the highest quality standards are maintained.

To provide administrative support to the education and other departments as required.

2 POSITION IN ORGANISATION

- Reports to the Head of Qualifications in the Education team
- Works collaboratively with team colleagues, other Institute staff, members and external organisations and individuals as required.
- Develops effective working relationships with CIOB departments as necessary in order to communicate effectively on key issues.
- Provide support in inter-directorate teams as required.

3 DIMENSION & LIMITS OF AUTHORITY

This post has no line-management or budgetary responsibilities.

4 SKILLS & EXPERIENCE

- Excellent customer service and administrative skills with the ability to handle queries effectively and maintain effective working relationships at all levels
 - Excellent written and spoken communication skills
 - Excellent organisational and teamwork skills with the ability to work collaboratively under pressure and prioritise a busy workload
 - Strong attention to detail with the ability to create, develop and maintain accurate records
 - Strong IT skills, including the use of Virtual Learning Environments, spreadsheets, word documents and databases, with the willingness to learn new packages as required
 - Experience of working with sensitive and confidential data in line with GDPR.
 - Experience of administering qualifications in a regulated environment would be desirable, with a willingness to acquire knowledge of the sector and take responsibility for personal development.
 - Self-motivated with a positive attitude and the ability to use initiative to solve problems and manage workload.
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5 DUTIES & KEY RESPONSIBILITIES

Customer Service	50%
<ul style="list-style-type: none"> - Co-ordinate and administer the issue of certificates in accordance with regulatory requirements and CIOB procedures - Carry out registrations for the regulated qualifications in line with service level agreements and CIOB procedures - Administer re-issue of certificates in line with service level agreements and CIOB procedures - Respond to and escalate as appropriate enquiries from centres and students - Co-ordinate mailings of marketing information 	
Record keeping	40%
<ul style="list-style-type: none"> - Create, process, record and monitor invoices to centres and customers to ensure timely payments - Create and maintain records of registrations, certifications and certificate reissues to ensure compliance with the requirements of the qualifications' regulators - Provide accurate quarterly reports on registrations and certifications to the regulators - Monitor and ensure the accuracy of information from approved centres of regulated qualifications 	
General Administration	10%
<ul style="list-style-type: none"> - Co-ordinate mailings of marketing information as required - Maintain the department stationery supplies - Support the Quality Co-ordinator with meeting administration as required - Provide inter-directorate administrative support as required 	

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.