

JOB TITLE:	QUALIFICATIONS ADMINISTRATOR
JOB HOLDER:	N/A
DATE UPDATED:	
REVISION (HR Office Use):	

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## 1 MAIN PURPOSE OF THE JOB

The role will specialise in administering all matters relating to the teaching and learning activities of the designated qualifications, ensuring effective procedures are documented and adopted for dealing with enquiries, applications, registrations, induction, delegate queries, assessments, delegate support and course moderation. The post will lead to achieving high-quality and timely service to delegates, tutors, and staff relating to the designated programmes/modules and beyond. The post plays a key role in the development of the CIOB Academy Training Team.

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## 2 POSITION IN THE ORGANISATION

The role will sit within the Academy, and report to the Training Manager - UK. It doesn't have line management responsibility and will collaborate closely with the education team, who are the awarding body for our qualifications

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## 3 DIMENSION & LIMITS OF AUTHORITY

n/a.

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## 4 SKILLS & EXPERIENCE

- Knowledge of qualification (Ofqual regulated) administrative systems and processes.
  - Knowledge of issues affecting delegates completing qualifications during periods of employment
  - Educated to A level standard (including A-C in 2 subjects), or equivalent experiences such as report writing and interpreting data.
  - Educated to degree standard or equivalent.
  - Administration in higher/further education or a teaching and learning environment.
  - Programme administration including dealing with student/customer enquiries.
  - Familiarity with Moodle or equivalent virtual learning environments
  - Familiarity with Turnitin
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5 **DUTIES & KEY RESPONSIBILITIES**

- Develop, document, and implement policies and procedures for all aspects of delivery of designated programmes.
- Set service levels and support with enquiries by telephone and email, about entry requirements, progression, combination of courses etc.
- Organise the delegate inductions and registrations and assist delegates as they begin their studies, including advice on using the platform, engaging with the programme/tutor and assessments.
- Manage delegate extension requests, appeals, complaints, regional adjustments, and processes as appropriate.
- Manage assessment grading administration including handling submissions and working with internal and external verifiers.
- Process all student registrations and certification requests.
- Maintain programme trackers with assignment feedback.
- Manage the programme tracker to ensure all delegates' feedback is on track.
- Maintain the Moodle system with updated feedback from the assessor.
- Act as the first point of contact for all course tutors.
- Work with the Training Manager and Training Co-ordinator to support the timetabling process for all designated courses.
- Update and maintain module and programme Moodle sites.
- Monitor course forums to ensure student queries are answered by either the tutor or CIOB Academy
- Coordinate the allocation of students to courses/programmes/webinars and upload information to Moodle and webinar software.
- Assist the team with course webinar delivery.
- Update and brief the Training Manager and Tutors on student application procedures and module/programme procedures.

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

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