



Job Profile

Job title: Operations Administrator - 12-month Contract

Reports to: Assessment Supervisor

Job purpose: The post-holder will provide professional administrative support for the assessment function in the Operations Team. Working closely with the Assessment Supervisor the post holder has responsibility for processing all new learner applications and assessment entries.

Key accountabilities – *the Operations Administrator*

- Responding promptly and courteously to staff, student and centre queries, providing accurate and efficient information and advice by telephone and email
- To effectively process membership applications, upgrading eligible members and issue membership certificates
- To process new learner registration and assessment entries and payment
- To accurately process examination results in line with regulatory requirements
- To allocate and dispatch examination scripts and assignments to examiners within agreed timeframes
- To accurately record and input examination and assignment results from markers
- To issue membership details, results, certificates and transcripts to centres and students within agreed timelines
- Deal with issues relating to appeals, remarking and other administrative issues such as students who miss assessments through illness' or who require special consideration
- Identify themes for queries and assist in the development of solutions that eliminate the need for that line of enquiry, or the ability to self-help through ABE's portal, website, a learner's accredited college or FAQ's

Person specification – knowledge, skills and experience

- Experience of delivering outstanding customer service in an administrative role
- Excellent organisational skills with proven ability to prioritise and work under pressure to carry out a range of complex and time sensitive activities
- Accuracy and attention to details with proven ability to maintain the integrity and confidentiality of centre and student information
- Excellent communication skills with proven ability to compose correspondence and respond to queries from externals, centres and students
- Ability to work as a reliable and flexible member of the team in order to support an integrated, risk based, and customer focussed approach to quality assurance
- Good working knowledge of standard Microsoft Office programmes

The job holder is also required to demonstrate appropriate levels of competence and behaviours in line with ABE's organisational values:

- Self-motivated to help ABE evolve, improve and pioneer new ways of serving customers
- Personally committed to continuously improving skills and expertise that will make a difference to the organisation

- Always acts with the customer experience in mind
- Thinks beyond today
- Spends time focused on things that are critical and important
- Can effectively cope with change, risk and uncertainty
- Is engaged, communicative and collaborative
- Is personally driven and fully of energy
- Always act with integrity

How to apply

Application to recruitment@abeuk.com by CV and a brief supporting statement outlining the reasons for your interest in the role and why you believe yourself to be suitable.