

**Job Title:** Processing Administrator  
**Start Date:** Immediate Start  
**Location:** Office (Aspire House, Eastleigh)  
**Salary:** £24,965 per annum

The Processing Administrator will perform highly regulated administrative tasks using established procedures and testing new procedures to see if they might represent improvements over existing methods. The role will need to ensure the correct logos and information are printed onto the correct certificate templates depending on the location of the learner. The job holder performs complex administrative tasks without supervision and applies specialised knowledge of techniques, processes and procedures learned through job experience and technical training.

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors.

As a market leader in the creative industries, VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners and apprentices.

Our core values are:



**Benefits:**

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Life assurance 4\* salary
- Enhanced sick pay benefits
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Free parking, free tea and coffee and free fruit!
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Wide array of training and development opportunities.

Principal Responsibilities include:

1. Undertake a wide range of differing administration tasks to support training providers. Tasks include (but are not limited to); learner enrolments, amendments, exam bookings, withdrawals, deferrals and recognition for prior learning requests. Liaise with external suppliers where required.
2. Manage/respond to customer queries (including case management) received into multiple inboxes ensuring emails are kept within advertised service level agreements. Direct complex queries/complaints to the Processing Manager or the appropriate specialist when resolution cannot be reached.
3. Support team members and other departments with centre and learner process coaching by producing/maintaining documentation to provide guidance on the department's processes.
4. Act as first point of contact for diagnosing VTCT system queries escalated by the Customer Support Team (liaise with external suppliers when need).
5. Proactively track and analyse enquiries to spot areas for development and make efforts to suggest ways of improving processes and practice to ensure fullest regulatory compliance.
6. Run/maintain data-cleansing procedures within the learner database to ensure all data held is correct.
7. Upon request, assist internal and external colleagues (including management) by supplying data reports through running SQL queries.
8. Carry out historic learner record searches and issue replacement certificates/transcripts where appropriate ensuring regulatory conditions are upheld.
9. Organise and collate inbound departmental post ensuring work is appropriately distributed and all returned certificates are logged to initiate re-dispatch process.
10. Prepare and post all printed certificates ensuring batches are appropriately/securely packaged and have the correct postage arranged (including courier dispatch/pick-up).

Essential Criteria	Desirable Criteria
2 years' experience of working in a busy and complex administration environment	Knowledge of the responsibilities of an Awarding Organisation
Level 3 or equivalent education (e.g. A Level/ NVQ3)	Experience working within a regulated environment
Knowledge of Data Protection legislation	Experience using bespoke IT systems and CRM systems.
Experience with Account Management	Degree qualification
Excellent communication and customer service skills (oral and written)	
Experience prioritising workload and using initiative, in order to meet deadlines and adapt to varied needs.	
Proficiency with Microsoft Office suite and experience using bespoke IT systems.	

Please submit your CV and a covering letter (optional) to [recruitment@vtct.org.uk](mailto:recruitment@vtct.org.uk) to start the application process.

Once you have applied will we get in touch after the advertising has closed let you know if you have been shortlisted for interview. If you are not contacted after this time you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

**Application closing date: 9<sup>th</sup> May 2022**

**Shortlisting: 9<sup>th</sup> May – 13<sup>th</sup> May 2022**

**Interview dates: WC 16<sup>th</sup> May 2022**

We reserve the right to close this advertisement early if we receive a high volume of suitable applications.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; SkillsFirst which is a wholly owned trading subsidiary of VTCT; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.