

**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 internal departments and training providers. Tasks include (but are not limited to); learner enrolments, amendments, deferrals, returned certificates and reasonable adjustment 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 colleagues with centre and learner process coaching by assisting with the production and maintenance of process guidance documentation.
4. Develop and maintain a sound understanding of VTCT/iTEC’s administration systems, processes and its related/linked software to support operations. Act as first point of contact for diagnosing VTCT system queries escalated by the Customer Support Team (liaise with external suppliers when need).
5. Alert the Processing Manager to any possible malpractice, maladministration, discrepancy or inconsistency suspected from learner or centre information.
6. Work alongside the relevant authorities to ensure learner data held within official databases comply with regulatory requirements. E.g. ensure data reported to LRS data is correct and corresponds.
7. Process and carry out historic learner record searches (microfiche) across both brands and issue replacement certificates/transcripts where appropriate ensuring regulatory conditions are upheld.
8. Validate/prepare VTCT certificate claims and carry out regular print runs for both VTCT and iTEC (including ‘special case’ runs) ensuring quality checks are completed on printed certificates to guarantee regulatory conditions and requirements are complied with.
9. Prepare and post all printed certificates ensuring batches are appropriately/securely packaged and have the correct postage arranged (including courier dispatch/pick-up).
10. When required, support the Processing Manager with project tasks.

Essential Criteria	Desirable Criteria
2 years’ experience of working in a busy and complex administration environment, working independently and as part of a team	Knowledge of the responsibilities of an Awarding Organisation
Level 3 or equivalent education (e.g. A Level/ NVQ3)	Degree qualification
Knowledge and experience of Data Protection, including GDPR	Experience using bespoke IT systems and CRM systems.
Experience in prioritising and organising workload to work calmly under pressure and meet deadlines	Experience working within a regulated environment
Excellent communication and customer service skills (oral and written) with the ability to case manage	
Ability to work under own initiative, adapt to change and take ownership of challenges to resolve queries	
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.

**Interviews for this role are ongoing. The role will close once a suitable candidate has been hired.**

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; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.