

Job Title: Administrator (Processing Team)
Start Date: Immediate Start
Location: Office (Aspire House, Eastleigh)
Hours: 37 hours per week.
Mon – Thurs (8:30 – 5:00), Fri (8:30 – 4:30). 1-hour lunchbreak.
Flexible arrangements are available.
Salary: £24,965 per annum

Vocational Training Charitable Trust (VTCT) is the UK's market-leading specialist vocational and technical Awarding Organisation (AO) and End-Point Assessment Organisation (EPAO) for hair, beauty, aesthetics and complementary therapies as well as a number of qualifications in sports therapy, fitness, and learning and development. Our qualifications are delivered under three brands: VTCT, ITEC and Skillsfirst, covering over 2,500 centres worldwide with over 120,000 learners and apprentices every year.

We are always looking out for exceptional talent to join us; so if you are passionate about education and want to work in a vibrant environment with people who believe in our mission to advance education for the public benefit, please apply and support our charitable objective; the advancement of education in the UK and internationally.

VTCT are looking for an administrator to join their friendly processing team. We are looking for a self-starter who has exceptional attention to detail. This administrator will be trained in the established procedures whilst looking for ways to improve these and make the role their own. This is a great opportunity to take ownership and make a difference in the team.

Our core values can be found on our website: https://www.vtct.org.uk/wp-content/uploads/2022/05/Strategy-2021_v0.25-FINAL-1.pdf

Great Benefits Package (*Please enquire if you would like more information about these before you apply*):

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Life assurance 4* salary
- Flexible working arrangements
- Enhanced sick pay benefits
- Employer pension contributions double employee contributions
- Retail discount offers
- Cycle-to-work scheme with on-site shower
- 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
- Regular massages for office staff
- Wide array of training and development opportunities. Including training in the regulations associated with the role during the induction process.

Principal Responsibilities include *(Full job description is available upon request):*

- Undertake a wide range of different administration tasks to support training providers. Tasks include learner enrolments, amendments, exam bookings, withdrawals, deferrals and recognition of prior learning requests. Liaise with external suppliers where required.
- Responding to customer queries through multiple inboxes, directing complex queries/complaints to the Processing Manager or the appropriate specialist when resolution cannot be reached.
- Supporting team members and other departments with centre and learner process coaching by producing/maintaining documentation to provide guidance on the department's processes.
- Act as first point of contact for diagnosing VTCT system queries escalated by the Customer Support Team.
- 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.
- Run/maintain data-cleansing procedures within the learner database to ensure all data held is correct.
- Upon request, assist internal and external colleagues (including management) by supplying data reports through running SQL queries.
- Carry out historic learner record searches and issue replacement certificates/transcripts where appropriate ensuring regulatory conditions are upheld.
- Organise and collate inbound departmental post ensuring work is appropriately distributed and all returned certificates are logged to initiate re-dispatch process.
- 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 *(as part of our commitment to support people with disabilities, anyone with a registered disability who meets this criteria will be offered an interview. Please make us aware if this applies to you):*

- 2 years' experience of working in a busy and complex administration environment
- Level 3 or equivalent education (e.g. A Level/ NVQ3)
- Knowledge of Data Protection legislation
- Experience with Account Management
- 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.

Desirable Criteria:

- Knowledge of the responsibilities of an Awarding Organisation
- Experience working within a regulated environment
- Experience using bespoke IT systems and CRM systems.
- Degree qualification

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process. We will 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: 17th October 2022

Interviews for this role shall be conducted: WC 24th October 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.