



# Awarding Organisation Support Officer

## Job Description

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<b>Job Title</b>	Awarding Organisation Support Officer
<b>Department</b>	SFJ Awards
<b>Location</b>	Sheffield
<b>Pay scale</b>	£20,000 - £23,000
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 hours per week

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## Job Summary

To work with the Office Manager to develop and implement effective administrative systems and provide an excellent customer service facility.

This is a busy and varied role, interacting with our customers and working to tight deadlines to support the day to day operation of SFJ Awards.

## Key Responsibilities

- 1 Maintain administrative systems for tracking learner accreditation and financial transactions
- 2 Build and maintain effective relationships with existing and potential customers, acting as first point of contact and proactively dealing with enquiries
- 3 Maintain the Awarding Organisation's database in line with Data Protection Act requirements and regulatory requirements
- 4 Production and dispatch of Regulated Qualification and Accredited Programme certificates in line with regulatory requirements and published service level agreements
- 5 Provide support to the End-Point Assessment (EPA) Team for example, checking gateway evidence submissions
- 6 Follow SFJ Awards procedures for the production and dispatch of certificates for regulated qualifications and accredited programmes
- 7 Support customers, colleagues and associates in the use of SFJ Awards online Learner Management System
- 8 Support the Awarding Organisation Manager to gain custom through liaison with employers and training providers

- 9 Support risk management process by promptly notifying the Awarding Organisation Manager of any emerging potential risks or conflicts of interest
- 10 Accurately implement financial processes and procedures including production of invoice requests, purchase orders and resolving customer billing enquiries
- 11 Coordinate meetings and events to facilitate programme delivery and provide administrative support as required
- 12 Attend meetings and events as required, taking notes and producing minutes for circulation to stakeholders
- 13 Reflect organisational behaviours in ways of working both internally and externally

### Person Specification

Criteria	Essential	Desirable
<b>Education and Qualifications</b>		
GCSE in Maths and English or equivalent experience	X	
<b>Knowledge</b>		
Knowledge and understanding of vocational qualifications		X
Knowledge and understanding of quality assurance		X
Knowledge of End-Point assessment		X
<b>Experiences</b>		
Experience of maintaining databases	X	
Experience of customer service	X	
Experience of working with a work-based learning/Apprenticeships environment		X
Experience of working in a regulated environment		X
<b>Skills and Abilities</b>		
Strong interpersonal skills to build and develop relationships and working partnerships with stakeholders both internally and externally	X	
Ability to work to strict deadlines and prioritise a varied workload	X	
Strong customer service skills with proven experience of delivering to customer expectations	X	
Strong initiative and organisational skills with the ability to deliver a diverse and demanding work programme to time, cost and quality	X	
Strong communication skills and experience in creating clear and concise reports appropriate for diverse audiences, both verbally and in writing	X	

Experience of processing financial transactions and managing suppliers	<b>X</b>	
Competent IT user experienced in the use of Microsoft Office especially Excel	<b>X</b>	<b>X</b>
Experience of using CRM and/or learner management systems – knowledge of Quartz or similar would be particularly advantageous		<b>X</b>
<b>Other</b>		
A flexible approach to working	<b>X</b>	

## Job Description Completion

<b>Name</b>	Steve Batty
<b>Job Title</b>	Awarding Organisation Manager
<b>Department</b>	SFJ Awards
<b>Date</b>	17/10/2019

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.



### **Confidentiality**

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct.

Employees are expected to act with integrity both inside and outside the work place.

### **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.