Role Profile

Job title:	Support Services Administrator	Department:	College Support Services – Education and Training
Grade:	G	Reports to:	Support Services Team Leader
Location:	Generic – all NCC locations	Budget responsibility (optional):	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies.

Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

To carry out standardised and bespoke administrative duties that support the process requirements of the local and wider team in which the **individual** operates on a daily basis.

Key responsibilities and accountabilities:

1. Accurate and timely progression of a complex range of administrative processes and record keeping of learner records (including IS solutions) that supports the delivery of both standard and *bespoke* processes *to team* and internal & external stakeholders including; adult training, construction scheme apprenticeships, Diplomas and Technical certificates, construction card schemes. Some examples include: and record keeping of learner records

   - CPCS
   - NVQ/Diploma
   - IPAF
   - CISRS
   - PASMA
   - NRSW
   - EUSR
   - Site Safety Plus
   - IOSH/NEBOSH
   - Essential Skills
   - C&G

In relation to above, utilise a variety of internal and external systems to log a variety of learner information thereby ensuring learners receive certifications, income can be claimed and Awarding and Scheme organisations audit outcomes for the College are positive and NCC are able to continue training, e.g.:

- CPCS
- Maytas
- Phoenix
- NOCN
- Walled Garden
- MIAP
- CHIP
- Edexcel
- City & Guilds
- Epicor
- Pearson
- A-Track
- SQA

2. Manage the storage and retrieval of documents including archiving of information and retrieval of archived information

3. Act as trained and certified nominated individuals to supervise / invigilate learner tests and exams both in a classroom environment and on-line.

4. Comply with Awarding Organisations/SQA requirements as applicable to the role:-

   a. Carry out learner registrations using the appropriate information in relation to the assessment/test/exam using the appropriate system. Enrol learners with SQA/other Awarding Organisations as soon as possible after they commence on a programme in line with centre policy. Check awards are not in their lapsing period prior to enrolment.

   b. Check the correct Unit and Group Awards codes are used when informing SQA of entries and results and enrol candidates for both Units and Group Awards at the same time.

   c. Result/claim learner qualifications, ensuring checks are made on learner completion. (ensure the 10 week rule applies when resulting SVQ candidates).

   d. Check SQA Connect on each learner's completion date or whenever there is change in circumstance. Update SQA Connect to inform SQA of changes to candidate information such as a change of home address or the reinstatement of a home address following certification (if applicable). Carry out data cleansing activity to ensure data is accurate and up to date.

   e. Withdraw, result, claim or amend learner information as instructed

5. Provide direct support to learners on aspects or concern, e.g. travel arrangements, dental/hospital needs, family concerns. Contact with parents/carers and employers as necessary, and ensure all records are accurately maintained and easily retrievable.

6. Liaise with Curriculum Managers, other Managers and Senior Instructors to arrange H&S and other mandatory and essential training solutions in relation to H&S training and vocational/professional training including teacher development programmes. Track expiry of certifications to ensure that all teaching staff are able to meet the requirements of the H&S Policy, NCC Teacher Training Policy and Awarding organisation/Scheme requirements.

7. Undertake new or emerging tasks as directed by the Support Services Team Leader in order to fulfil the requirements of the team and of the College

People Leadership / Team Leadership

No direct or matrix reports.

Key contacts and relationships:

Internal:

- College Leadership Team
- Programme Managers
- Senior Instructors
- Instructors
- Course Bookers
- All NCC Colleagues
- HR in particular HR Training and Development
- Finance
- Procurement
- Shared Services
- Apprenticeships
- Other CITB teams and outsourced functions

External:
- All Awarding Organisations and carding schemes used by NCC including EVs
- Learners
- Employers
- Parents/Carers

Role Profile

Knowledge and Experience

Essential

- The role requires a good standard of secondary school education – a minimum of 3 GCSE's (including English and Mathematics) or equivalent is required
- Microsoft Office applications to intermediate standard including Excel, Word, Outlook
- NVQ level 3 in either Business Admin or Customer Services or relevant background experience
- All other requirements in relation to the job role can be taught locally e.g. through cross-training, mentoring, use of pre-defined procedures or work instructions or through undertaking short courses as appropriate

Desirable

- Experience of administration in an educational environment

Behavioural competencies:

- Customer Focus – Level 1
- Works Collaboratively – Level 1
- Building capability – Level 1
- Drives for results – Level 1

Special Conditions/Other Requirements:

- The role may necessitate travel to other office locations on an occasional and pre-agreed basis
- Required to work flexibly to meet the demands of CITB