

<b>Role Title</b>	<b>EPA Administrator</b>
<b>Reports to</b>	EPA Operations Manager
<b>No. of direct reports</b>	No direct reports
<b>Full / Part Time</b>	Full time
<b>Grade</b>	B2
<b>Location</b>	Burntwood
<b>Created/Updated by</b>	Steve Howe
<b>Created/Updated on</b>	Jan 2020

*Helping people, organisations and economies develop their skills for growth*

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

### Our values

Our values **Inspire, Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Your mission

To provide proactive administrative support to internal and external stakeholders linked to the End-point Assessment (EPA) Service and the wider Apprenticeship Delivery.

## What you'll be doing

You will:

- Help to monitor the team's shared inboxes; and provide first-line support to internal and external stakeholders when needed.
- Act as the first line of telephone support for the EPA Event Booking Team
- Monitor Service Tickets system and ensure all requests are achieved within SLA
- Provide admin support to the EPA Events booking process where required to ensure a continuous and smooth EPA journey
- Support team meetings, making room bookings and minute taking as required.
- Raise invoice requests for cancellations, quality assurance activities and post end-point assessment billing.
- Booking travel for the team, upon request.
- Be responsible for the raising of requisitions and the creation of purchase orders, as part of the supplier/consortium process.
- Support with data analysis and helping to compile reports for meetings
- Capture assessor performance feedback and update the performance log.

## How success will be measured

- Continually living by our values of leadership, integrity and imagination
- Activities are delivered in line with service level agreements
- Positive feedback from key stakeholders
- Meeting and exceeding on business objectives
- Meeting KPIs
- Demonstrated learning within the role and for your own career development

## What we're looking for

### We can't live without...

- A team player
- Experience in an administrative role in a customer focused environment
- Strong written, verbal, communication, IT and numerical skills
- Attention to detail and accuracy
- Able to prioritise own workload and to meet set deadlines
- Experience using Microsoft Office applications including Excel, PowerPoint
- Positive and flexible attitude
- Able to demonstrate ability to use initiative and own judgement without the need for regular guidance.

### We would love you to have...

- Knowledge of SAP
- Knowledge of SharePoint
- Previous experience of Learning Assistant
- Using Skype, GoToWebinar and Microsoft Teams

- Being open to feedback
- Recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- Be comfortable with ambiguity and not knowing everything

### Your career with the City & Guilds Group

You will acquire a broad understanding of the business including quality assurance, end-point assessment and apprenticeships.

You will also develop your communication skills as you will be working with a wide range of internal and external stakeholders – over the phone, Skype and by email. Analysing and presenting data and trends will also be a skill that you enhance.

Possible career development within the team is as an End-point Assessment Co-ordinator to be responsible for the day to day functional and booking activities of the End-point Assessment Service.

There would also be the opportunity to progress into more technical/customer-facing administration or co-ordinator roles across the business.

### The way we prefer to work

#### Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

#### Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

#### Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

**Do what you say you are going to do**

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

**Proactively find and take new opportunities**

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

**Welcome feedback and continuously learn**

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything