

Role Title	Quality Administrator
Reports to	Quality Manager
No. of direct reports	N/A
Full / Part Time	Full time
Grade	B2
Location	Any
Created/Updated by	Senior Quality Managers
Created/Updated on	January 21

*Everything we do contributes to achieving our purpose:
 Helping people, organisations and economies develop their skills for growth.
 This purpose drives everything we do.*

Our values

Our values **Imagination**, **Integrity** and **Leadership** 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 respond to customer queries delivering great customer service and to provide administrative support to the quality delivery team, which will underpin the Quality teams approach to risk management and effective smooth running of the team.

What you'll be doing

Responsibilities:

- Support with a range of queries from customers both external and internal, answering telephone queries, responding to emails etc.
- Ensure provision of customer service in line with City & Guilds requirements
- Assist with general administrative tasks across Quality Delivery as required
- Supporting with the processing of Associates expenses
- Providing a range of administrative support to Quality Executives and Quality Managers as required
- Effective operation of general administrative functions (office equipment and supplies maintained, booking of travel, post, minutes etc.)
- Develop and maintain a good knowledge and understanding of City & Guilds systems and products to support customers
- Supporting team meetings with planning, minute taking etc.
- Data input and maintaining various systems and databases

How success will be measured

- Effective management of workload and good provision of service
- Achieving business objectives and targets

What we're looking for

- Experience of administration environment, or willingness to learn on the job
- Good proficiency in Microsoft Word, Excel and Outlook
- Logical approach to work and ability to adapt to customer needs
- Well organised, good attention to detail, with the ability to work at pace
- Experience of managing and prioritising workload
- Ability to work as part of a team to 'get the job done'
- Ability to communicate with stakeholders

Your career with the City & Guilds Group

At City & Guilds Group our success is driven by the people we work with. We pride ourselves on our ability to offer an equal opportunity to all our staff and we value diversity within our inclusive culture. We recognise that a diverse workforce is the only way we will achieve our ambitious business goals, and therefore work in a very flexible way to accommodate everyone.

The City & Guilds Group is a global leader in skills development. Our purpose is to enable people and organisations to develop their skills for personal and economic growth. What we do is about more than skills, or qualifications, or jobs. Backed by a Royal Charter, we have more than 135 years of experience in making sure that people can contribute to successful businesses and thriving economies. Made up of City & Guilds, ILM and City & Guilds Kineo, we work with education providers, businesses and governments in over 80 countries, to provide work-relevant education and training in 26 industries.

Working for us means working for an innovative, market-leading organisation in a dynamic sector. As well as an excellent base salary, a typical package can include 25 days holiday, a defined benefit pension scheme, life assurance, and much more.