

<b>Role Title</b>	Associate Data, Capacity & Process Coordinator
<b>Reports to</b>	Associate Manager - Recruitment
<b>No. of direct reports</b>	0
<b>Full / Part Time</b>	Full Time
<b>Grade</b>	D3
<b>Location</b>	London
<b>Created/Updated by</b>	Jane Cowley
<b>Created/Updated on</b>	October 22

*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 City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Job Summary

To evaluate data from diverse sources of evidence, to feed into capacity planning and Associate requirements. Your role will be crucial to providing accurate data to determine Associate requirements to support our products and services.

To review, monitor, maintain and evaluate team processes to identify any continuous improvements.

### What you'll be doing

- Keep up to date with our products and services to understand Associate types required
- Identify forecasts currently available to understand registration and booking volumes
- Identify shortfalls in forecasting and work collaboratively to agree requirements
- Plan short and long term capacity requirements
- Work with Associate Managers to determine Associate requirements
- Organise and run capacity planning meetings to ensure collaboration across teams to determine Associate requirements
- Support the team to prevent capacity shortfalls
- Keep up to date with changes to regulatory requirements to understand the impact on us as an Awarding Organisation and End-point Assessment Organisation
- Summarise and present data along with recommendations for change and improvement
- Produce monthly capacity planning reports
- Produce monthly Associate reports
- Review, monitor, maintain and evaluate team processes. Identify continuous improvements. Document new processes, documentation and templates to support any new ways of working
- Support the team with continuous improvements to processes and procedures
- Work closely with the team's inclusion and diversity lead, to support with reporting on trends and action planning
- Work closely with GBS, HR and Legal to understand changing legislation which could impact on Associate status, contracting and fees
- Support EQA audits, internal audits and bid submissions with the collection of data as required

#### How success will be measured

- Leadership will have confidence in your skills and professionalism to manage activities effectively and your ability to grow and develop
- Self-management of your day-to-day role, with minimal escalation
- Accurate reporting and data maintenance
- Positive stakeholder feedback and engagement
- Sustained improvement on delivery of processes
- Accurate delivery on approved budget

#### What we're looking for

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

- Excellent analytical and mathematical skills
- Excellent knowledge of Excel (data analysis, manipulating data, formulas, VBA etc.) and other MS applications
- A keen eye for detail, and ability to report issues quickly and concisely
- A critical thinker and problem solver
- Someone with a methodical and logical approach
- An expert in systems, processes, and data
- A proven track record of excellent collaborative working and networking skills
- Excellent organisational skills
- A desire to learn and develop your skills
- Great communication skills

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

- Experience in supporting budget planning

### 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

### Your career with City & Guilds

At City & Guilds 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.

City & Guilds 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 140 years of experience in making sure that people can contribute to successful businesses and thriving economies. Made up of City & Guilds, ILM, Intertrain, The Oxford Group 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 annual leave, a defined benefit pension scheme, life assurance, and much more.