

Role Title	Master Data Services Technical Data Administrator
Reports to	Master Data Services Team Leader - Fulfilment
Full / Part Time	Full Time
Grade	C2
Location	London/ Wakefield
Created/Updated by	
Created/Updated on	January 2023

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 create and maintain Product and Assessment related Master Data to enable effective order fulfilment and results processing activities. You will ensure accuracy and quality in your delivery as well as identifying ways to continuously improve our systems and processes. You will also be mastering online assessment data on various delivery platforms, preparing data for testing and undertaking various system testing activities as a key part of the role.

What you'll be doing

Technical Expertise

- Support the build of Product Master data to enable their integration across the SAP systems to enable effective sales order processing
- Create and maintain SAP Product master data in Learning Content Management System
- Provide a high level of expertise and accuracy in the maintenance of SAP Product master data
- Test Product master data through the sales order testing process to ensure completeness and accuracy of master data set up
- Routine technical issues analysed, and solution applied as necessary
- Resolve all Product Master related Service Requests within agreed SLA's
- Provide a high level of expertise and accuracy in the creation and maintenance of SAP master data including all vendors and centres
- Set up and maintain all master data for eMarking and related systems, including SAP, to ensure effective results processing and order fulfilment
- Create and maintain exam timetable and Assessment windows
- Create and maintain e-Marking assessment master data on various delivery platforms for examiner and machine marked Assessments
- Create and maintain all supporting assessment data including examiner availability and allocation
- Support the effective integration of all assessment master data across all delivery and marking platforms
- Work collaboratively with all Business Units to enable the supply of all assessment master data
- Provide second line support on all services supplied by teams not in country to ensure quality of delivery and excellence of service provided
- KPI and other processing targets met
- Support the contracting process for Professional Service Suppliers to enable SAP sales order processing
- Work in partnership with colleagues and customers to deliver the outcomes that are needed.
- Take ownership of problems where appropriate and see through to satisfactory completion.
- To provide support to the resolution of routine SAP queries and enable the effective build of SAP Product and Business Partner records
- Provide support to relevant stakeholders and enable their understanding of SAP related issues
- Support and feed into the requirements in the development of new functionality as required
- Provide support to the testing of new SAP and any Assessment delivery platform functionality.

Quality/Delivery

- Facilitate and support the creation of test scripts and test data across Operations
- Ensure best practice in the Quality assurance of SAP Product structure and attribute settings
- Carry out data integrity checks and reviews as part of continuous improvement activity
- Use product structure knowledge to inform the creation and review of product build
- Lead issue escalation process for review/decision by Product Owner
- Monitoring and reporting back on performance against agreed SLAs
- Present detailed evidence of test results to Testing Manager when supporting projects
- Maintain existing test scripts to ensure they are still valid.

Business Requirements and Process Innovation

- Understand business needs and support development of business requirements and processes
- Support the delivery of product features in SAP
- Work with the business and IT to get changes built and operational

- Help the business test new releases of product changes or delivery methods
- Recommend changes in processes to become more efficient
- Feed into the ongoing steering of operational strategy through continuous innovation
- Provide technical expertise and development support to key operational business processes and systems in order to generate improvements.

Stakeholder liaison

- Build and develop effective working relationships with internal customers to ensure information on developments and issues is shared across functions.
- Develop and manage effective stakeholder relationships
- Keep stakeholder groups informed of developments and capabilities of the e-marking platforms
- Effectively communicate relevant issues across the Functions and Group as necessary.

How success will be measured

- Continually living by our values of leadership, integrity, and imagination
- Meeting and exceeding priorities set for each quarter and year
- Delivering the best service possible to internal / external customers in a professional manner
- Positive user feedback on service provided
- Adoption of feedback from customer / colleagues into work practices
- Strong working.

What we're looking for

We can't live without...

- Evidence of good customer focus
- Ability to demonstrate the continual improvement of systems and operational processes.
- Evidence of previous product/system/process innovations and improvements.
- System testing and release experience and evidence of being highly credible with internal stakeholders.
- Ability to work with changing business drivers and prioritisation
- Ability to work on multiple projects simultaneously whilst understanding priority and delivery to agreed SLA and targets
- Recognition by peers as a known contact and technical authority for a business-critical application.
- Experience of providing daily operational system support
- Personal drive and ability to work unsupervised.

We would love you to have...

- Experience of producing training documentation and delivering training
- Evidence of extensive SAP knowledge
- Knowledge of the Products and Services offered by the City & Guilds Group
- Evidence of a commitment to providing outstanding levels of service and support to meet the needs of business change and innovation in the internal and external environment.
- Relationship management skills. Ability to effectively manage relationships across Functions and the Group
- Ability to work constructively and objectively in a pressurised environment, with a proven commitment to quality and attention to detail within SLA.

- Excellent communication and negotiation skills along with a proactive and flexible approach

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