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| Role Title | Technical Data Administrator |
| Reports to | Data Services Manager |
| No. of direct reports | 0 |
| Full / Part Time | Full time |
| Grade | B1 |
| Location | Bangalore, India |
| Created/Updated by | Anthony Atkinson |
| Created/Updated on | January 20 |

*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 be an ambitious, highly motivated, focused and proactive team member that delivers, maintains and supports multiple key projects to quality and time standards for the UK City & Guilds business teams. To create and maintain Product and Assessment related Master Data to enable effective order fulfilment and results processing activities on various delivery platforms.

What you'll be doing

Communication – effectively communicate with internal and external stakeholders

Data Systems and Procedures – establish and maintain data systems and develop and implement associated procedures.

Provide Advice and Support – provide advice, guidance and support for a sphere of activities, including on-the-job training, to support the team, colleagues and customers

Quality Assurance and Continuous Improvement – evaluate and monitor projects/project activity to meet and continuously improve process and quality requirements/standards

Service Delivery – deliver products, projects and services to time and quality.

How success will be measured

- Provide a high level of expertise and accuracy in the maintenance of master data.
- Take ownership of problems where appropriate and see through to satisfactory completion.
- Monitoring, maintaining and coordinating a range of activities to provide accurate management information.
- Escalate queries and issues in a timely manner through appropriate channels.
- Maintain and exceed service standards.
- Take ownership of problems where appropriate and see through to satisfactory completion.
- Procedures in place are followed and process requirement as per business standards.
- Knowledge and experience shared effectively within team.
- Ability to prioritise own workload and meet set deadlines.
- Communicate regularly with stakeholders to exchange relevant information and project activity updates.
- Understand and make a proactive contribution towards maintaining and improving in-house documentation, policies and processes, in alignment with C&G company values.
- As required, be an active, outspoken part of cross-team collaboration initiatives helping drive continuous improvement and participate in processing request within the TAT.
- Maintain a positive and proactive working relationship with Onshore Team and provide colleagues with help, support and cover, as required.

What we're looking for

We can't live without...

- Strong IT skills and experience in using various systems.
- Excellent planning and organisational skills.
- Excellent verbal and written understanding of English language.
- Ability to work constructively and objectively in a pressurised environment, with a proven commitment to quality and attention to detail within SLA.
- Ability to work on multiple projects simultaneously whilst understanding priority and delivery to agreed SLA and targets.
- Excellent verbal and written understanding of English language, along with a proactive and flexible approach.
- High level of attention to detail.
- Identifying tasks and prioritising accordingly.
- Personal drive and ability to work unsupervised.
- Team Player.

We would love you to have...

- Experience creating and implementing best practice to enable better delivery and management of projects.
- Evidence of a commitment to provide outstanding levels of service and support to meet the needs of business change and innovation in the internal and external environment.
- Experience standardising ways of working and providing a consistent approach in delivering projects.
- Experience maintaining and improving the Project Management framework, dashboard and trackers.
- Maintaining outstanding levels of customer service
- Experience in project delivery, project monitoring and support.
- Experience in creating and maintaining data in SAP.

Your career with the City & Guilds Group

This role will expose you to offshoring best practices, allow you to work with colleagues in the UK and India and develop your career within City & Guilds.