

## JOB DESCRIPTION

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| <b>Job Title</b>       | <b>Administrator – Qualifications</b>      |
| <b>Department</b>      | <b>Propertymark Qualifications</b>         |
| <b>Responsible For</b> | <b>N/A</b>                                 |
| <b>Job Grade</b>       |  |
| <b>Salary Range</b>    | <b>£16-19k</b>                             |
| <b>Reports to</b>      | <b>Head of Propertymark Qualifications</b> |

### Job purpose:

**Provide excellent customer service and guidance to learners, apprentices and centres via phone, email and face to face, on qualifications, assessments and PMQ services and to support the delivery and quality assurance of qualifications and assessments.**

**The post holder will be responsible for first line customer service, the timely production and despatch of results and certificates and supporting the delivery of assessments to individuals, apprentices and centres.**

### Main duties and responsibilities:

- Ensure timely and accurate production and despatch of results and certificates, supporting the collation of relevant data and reports for internal and external purposes
- Maintain up to date documents and records using relevant systems and processes, including customer records, certification logs and supporting the enquiries and complaints procedures, escalating these where necessary and working with team members to agree actions and outcomes
- Ensure a timely resolution of internal/external customer queries, in line with PMQ's published policies, standard operating procedures and service level agreements
- Deal with internal and external mail and support the maintenance of operational systems and processes which support quality assurance of assessments and assessment personnel, retaining relevant documentation and records
- Assist with gathering of information and production of reports to committees and Boards, supporting relevant subject, standardisation and moderation meetings as required
- Provide administrative services to support corporate clients, centres and individual learners including finance activities, liaising with and maintaining relationships with relevant departments, customers and third parties
- Contribute to the management and production of PMQ's documents and website, ensuring accuracy and the application of house style
- Any other duties in line with the level of responsibility, dependent upon business priorities.

## Key working relationships:

- Head of Propertymark Qualifications
- Assessment Managers
- Assessment Delivery Co-ordinators
- Quality and Assessment Co-ordinators
- Other Propertymark departments

## Job requirement / skills

- Experience of an awarding organisation with understanding and demonstrable experience of relevant operational processes
- Excellent communication skills, able to deal with all types of people with confidence and using a good standard of written and verbal communications
- Able to work independently and prioritise own work with accuracy and attention to detail
- Proficient at using MS Office products, with a good understanding of and ability to adapt to different IT systems or use awarding body-specific software.
- Excellent organisational skills with an ability to plan and prioritise work to meet deadlines.
- Possessing an open and collaborative working style; a team player and comfortable in a busy environment
- Energy and enthusiasm; you will enjoy being accountable and willing to support others.

## Education / experience:

- Educated to GCSE A level/Higher/L3 Apprentice or equivalent
- Administration and office skills, including Microsoft Office applications
- Good communications skills, both written and verbal
- Regulatory compliance and assessment, preferably within an awarding or educational environment
- Awarding Body specific software and operational systems
- Sector-based or administrative experience.