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| <b>Name:</b>  |   |
| <b>Title:</b> Awarding Administrator  | <b>Department:</b> Awarding & Quality Assurance |
| <b>Reporting to:</b> Senior Awarding Manager  |   |
| <p>The Awarding Administrator will support Ascentis customers throughout the customer journey, specifically in relation to registrations, verification and certification. The Awarding Administrator will work both individually on specific areas of work and as part of a wider team, including ensuring correct registration, verification and issuing of certificates are produced and distributed in a timely manner to all Ascentis customers.</p>  |   |
| <p><b>Job Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Deal with a broad range of enquiries from centres, providing a high level of support and service, working to defined timescales to resolve queries and issues to the satisfaction of the customer;</li> <li>2. Process and issue timely results and any other relevant documentation relating to results/assessments. This includes detailed checking of certificates and entering accurate information into the Ascentis database.</li> <li>3. Carry out all procedures relating to reasonable adjustments in liaison with the Awarding Manager, Quality Assurance Managers, External Quality Assurers, Subject Moderators, Examinations Officers and any other internal/external centre personnel as required;</li> <li>4. Ensure accurate processing of results for qualifications delivered via Surpass and remote invigilation</li> <li>5. Provide recommendations to your line manager on process innovation e.g efficient ways of working, database enhancements</li> <li>6. Follow processes and procedures for Final Awards Boards/verification/visits/assessments, to support accurate and timely issuing of results</li> <li>7. Review Awarding procedures and provide recommendations to your line manager on any required improvements</li> <li>8. Update and maintain the database to ensure that all data is accurate and up to date within timescales set;</li> <li>9. Provide support to the Quality Assurance team as required;</li> <li>10. Provide cover as needed to any other administrative function within the Company;</li> <li>11. Maintain and update all relevant records and systems as required;</li> <li>12. Work collaboratively with other colleagues to resolve issues and ensure the best service is given to internal and external customers;</li> <li>13. Log relevant detailed information on to the Customer Relationship Management (CRM) system in an accurate and timely manner;</li> <li>14. Log relevant data accurately for financial purposes; e.g learner amendments and replacement certificates</li> <li>15. Monitor customer service satisfaction via appropriate means and report any actual or potential customer issues and complaints to your line manager as soon as they arise;</li> <li>16. Report any issues that may lead to an adverse effect to your line manager immediately;</li> <li>17. Prepare outgoing mail outs and packages as required;</li> <li>18. Make outgoing calls, answer and direct incoming telephone enquiries/messages for the Company to the relevant person or team, where required;</li> <li>19. To process change in centre details following collaboration with your line manager and the Quality Assurance Team e.g., centre name/address, mergers, additional site requests, changes in staffing and DCS applications</li> <li>20. Support centres with the registration process, ensuring these meet the requirements of the qualification. This can include 1-1 support and training for customers.</li> <li>21. Produce certificates for successful learners upon completion and distribute these accurately to centres</li> <li>22. Liaise with centres and Subject Moderators/EQAs regarding the verification process. This will involve offering support and guidance, including working collaboratively with different teams.</li> </ol> |   |

23. Contribute as required to regulatory compliance and engage with other processes including business continuity, GDPR, risk management and the internal audit process;
24. Contribute to the improvement of customer service;
25. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonably instructed commensurate to this role;
26. Understand and be committed to the Ascentis Vision;
27. Work flexibly to achieve your targets and those of the Company and be positive at all times;
28. Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets;
29. Work flexibly to meet the needs of our customers;
30. Implement strategies to achieve continuous improvement in your own performance.

### Success Measures

31. Following and implementing all relevant procedures relating to Awarding
32. Through the Performance Management process

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

### Accountability and Key Contacts:

#### Accountability

Senior Awarding Manager, Awarding Supervisor, Director of Compliance & Quality Assurance, Group Deputy CEO, Group CEO

#### Key Contacts

- Staff at all levels within Ascentis
- Examinations Officers, Centre Coordinators, Quality Nominees
- Other Centre contacts
- Subject Moderators/External Quality Assurers

### Key Attributes (E-Essential, D-Desirable, P-Potential):

1. Commitment to a high standard of customer service (E)
2. Positive attitude to change, development and quality (E)
3. Understanding and experience of providing effective customer service (E)
4. Excellent verbal and written communication skills (E)
5. Be an effective team member (E)
6. Organised and can prioritise own workload (E)
7. High level of attention to detail (E)
8. Competent and experienced in the application and operation of ICT, for database operations and word processing including basic desk top publishing (E)
9. Ability to achieve agreed targets and to work to deadlines (E)

### Agreed:

Post Holder \_\_\_\_\_ Date \_\_\_\_\_