

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Operations Administrator – Quality and Operations

Salary: £24,034 - £28,274 per annum

Service: Awarding Body, Academic Registry

Accountable to: Senior Quality Officer (Operations), UAL Awarding Body

Grade: 2

Location: Holborn

Purpose of Role:

- To administer UAL Awarding Body's core systems and processes.
- To work flexibly and collaboratively as a member of the team providing administrative support to the Senior Quality Officers and Head of Quality and Operations.
- To provide an exemplary customer-focussed service to UAL Awarding Body clients.

Duties and Responsibilities

Knowledge and understanding

- To maintain a working knowledge of the requirements of the regulator (Ofqual) and work with the Quality Officers to ensure operational processes remain compliant.
- To maintain a working knowledge of the requirements of the regulator (Ofqual) and work with the Quality Officers to ensure operational processes remain compliant.

Customer Service

- To be the first point of contact for all enquiries from internal and external stakeholders, providing an exemplary customer-focussed service to students and centres.
- Provide front line advice and guidance to approved centres, moderators and colleagues on system processes, including registrations, certification, results and reports.
- To produce correspondence to external stakeholders from the operations team, creating high quality guidance on specific processes when required.
- To work collaboratively with other administrators to manage and monitor the shared inboxes ensuring queries are responded to professionally within agreed timescales.
- To use own initiative and knowledge of UAL Awarding Body systems to solve day to day problems which arise and provide effective solutions to issues raised by centres.

Quality and Operations:

- To provide administrative and system related support as directed by the Senior Quality Officer (Operations), working closely with the other members of the Quality and Operations team and the wider department.
- To manage and maintain the Awarding Body's paper-based and electronic files along with the learner management system (LMS), including inputting and amending qualification, centre and student data.
- To maintain a knowledge of and administer the LMS and online portal for centres.
- To conduct core processes in relation to the annual cycle, including accurate processing of all student registrations and results.
- To administer certification including generation, quality checking and issuing transcripts. Monitor and produce replacement certificates when required.
- To coordinate external moderation visits including assigning and organising visits, distributing relevant information, booking travel and accommodation within set timescales and budget while supporting moderators with logistical arrangements.
- To manage the administration of advisory visits, recording and reporting on data, distributing reports, and assisting Senior External Moderators and Chief Examiners with queries.
- To provide administrative support for the processes and IT systems relating to external assessment.

- To extract reports from various databases to collate, analyse and present data.
- To liaise with service providers to log and monitor system errors.
- Actively contribute to the review, planning and organisation of departmental processes, suggesting improvements to increase efficiency and effectiveness.
- To process financial claims and invoices within payroll deadlines ensuring any anomalies are resolved prior to submission.
- To organise, attend and contribute to internal and external meetings, including taking minutes, booking rooms and ensuring details are communicated promptly.
- To provide onsite support at UAL Awarding Body conferences and events.
- To supervise tasks undertaken by temporary members of staff during busy periods, and assist with training on systems and processes.
- To manage and organise own time to complete tasks within agreed timeframes set by the line manager and stakeholders.
- To check claim forms, invoices and achievement records for accuracy.

UAL general:

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

Key Working Relationships:

- Awarding Body Head of Quality & Operations
- Awarding Body Senior Quality Officers
- Awarding Body Quality Officer
- Awarding Body Administrative Assistants
- Chief Examiners and External Moderators
- Centres and customers

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Job Title: Administrative Assistant Quality and Operations
Grade: 2

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge/ Qualifications	<p>Has an understanding of UAL Awarding Body qualifications with a passion for the arts and education.</p> <p>Ability to work independently and as part of a team with accuracy and attention to detail.</p> <p>Ability to provide routine oral and written information clearly and concisely, and is able to understand and explain technical terms.</p> <p>Ability to communicate with internal colleagues and external customers at different levels of seniority appropriately, providing outstanding customer service.</p> <p>Has received formal training or education at post 16 level.</p> <p>Commits to own development through effective use of processes such as appraisal schemes and staff development</p>
Relevant Experience	<p>Significant demonstrable administrative experience including but not limited to data entry, maintaining databases, minute-taking, travel and hotel bookings, room bookings.</p> <p>Experience of working with Microsoft Office applications and databases.</p> <p>Experience of working in a busy office environment providing support to internal and external colleagues as required.</p> <p>Experience of developing and maintaining relationships with colleagues and contacts within colleges to support own work.</p> <p>Experience of working across multiple strands of work, including short-term tasks and medium-term project work.</p> <p>Understanding and experience dealing with confidential matters appropriately and according</p>

	<p>to policy and procedure.</p> <p>Has relevant experience of administrative work and has the ability to work independently</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: April 2015