

## Role and person profile

Post title:	<b>Administrator</b>	Location:	<b>Guildford/Harrogate/Manchester</b>
Division:	<b>Qualification and Markets</b>	Department:	<b>Assessment and Curriculum</b>
Responsible to:	<b>Head of Assessment Design, Head of Curriculum Strategy or Curriculum Manager - Portfolio</b>	Responsible for:	<b>No line management</b>
Scale:	<b>3</b>	<b>Performer</b>	<b>Core Competency L1</b>
Post no:	<b>3796, 3797</b>		

### Role Purpose

Provide a wide range of administrative support to the members of the team with high level of professionalism and confidentiality. Manage administrative tasks with conflicting priorities and work to deadlines with little close supervision.

### Accountabilities

Role Specific:

To support the members of the team:

1. Manage conflicting work activities and prioritise these in such a way that overall team and business need is best met.
2. Prepare and maintain materials including policy and process documents, working instructions, briefing notes, papers, presentations, organisation charts, RPPs etc to a high standard and in a timely manner.
3. Book meetings, rooms, VCs, accommodation and travel obtaining the best price whilst meeting departmental policy and the end user needs.
4. Take meeting notes and prepare agendas and other papers for meetings using appropriate templates and software packages.
5. Maintain and coordinate central plans, schedules, records and databases and track and summarise progress of deliverables at a team level.
6. Deal with incoming telephone queries and liaise with team members to provide answers and assistance to other parts of the business.
7. Manage time and attendance, leave, and other people related administrative elements on behalf of the team.
8. Develop an understanding of the team's cycle of work to assist in specific areas and to provide general assistance as a member of the team as required.
10. Contribute to the team's overall performance by working flexibly and being responsive to changing

business needs.

### General accountabilities:

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
3. To utilise the available range of digital tools for communication, content creation and information processing in order to work effectively and efficiently. To maintain digital skills to meet business need.

### Person profile

<b>Behaviours – holding the Customer at the heart of all we do</b> <i>[the role holder will be able to demonstrate the mindset that drives the following behaviours]</i>	Assessment
Collaborative: works with others to achieve the organisation and team vision, contributing expertise and developing self and others to achieve excellence	<b>A/I/P</b>
Innovative: challenges self and others to create solutions and strives for improved ways of working	<b>A/I/P</b>
Empowered: understands individual part to play in achieving success; takes ownership and accepts accountability	<b>A/I/P</b>
Positive: takes a flexible, forward looking, solutions focused approach	<b>A/I/P</b>
Ambitious: consistently aiming high and delivering for our customers	<b>A/I/P</b>
<b>Knowledge &amp; Skills</b> <i>[the role holder will be able to demonstrate the following role/subject specific knowledge and skills]</i>	
A general knowledge and understanding of AQA's work and or the education sector.	<b>A/I/P</b>
Works independently, takes initiative and acts on behalf of the team to contribute to the success of the team as a whole.	<b>A/I/P</b>
Highly developed organisational and planning skills.	<b>A/I/P</b>
Works to tight deadlines and prioritises a variety of work demands from a number of different people, often under pressure.	<b>A/I/P</b>
Strong keyboarding and data management skills with good knowledge of Word, Excel, Visio, PowerPoint and other IT business packages.	<b>I/P</b>
Good communication skills including ability to produce clear documentation, notes and other materials.	<b>A/I/P</b>
Demonstrates effective interpersonal skills with a high standard of customer care.	<b>P</b>
Ability to negotiate with external parties in order to deliver what is needed by the department.	<b>A/P</b>
Deals tactfully and discreetly with sensitive and confidential matters.	<b>A/I/P</b>
Contributes to the work of a team and encourages and motivates staff to do the same.	<b>A/I/P</b>
Open minded and willing to receive feedback constructively looking to improve own performance and personal and team ways of working.	<b>P</b>

Meticulous with an attention to detail.	I/P
Ability to resolve problems and adapt to change.	P
<b>Core Competencies</b> <i>[the role holder will be able to demonstrate proficiency in the following core competencies to a level appropriate to the role – the 3 competency levels are defined in the Q&amp;M competency framework]</i>	
Customer Service	L1
Developing and managing self	L1
Leadership	L1
Planning & Organising	L2
Change Management	L1
Effective Communication	L1
Problem Solving	L1
Commercial Focus	L1
<b>Qualifications &amp; Experience</b> <i>[the role holder will have the following qualifications and experience required for the role, including any regulatory or compliance requirements]</i>	
General academic or vocational qualification to GCSE level	A
Substantial experience of office procedures and practices	A/I
Experience of providing administrative and support services	A/I
Experience of managing a varied and demanding workload with little close supervision	A/I
<b>AQA's Behaviour Framework which is assessed through the selection/probation process</b>	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation