

# Role and person profile

|             |  |                     |                                |
|-------------|--|---------------------|--------------------------------|
| Post title: | <b>Administrator</b>   | Location:           | <b>Guildford/Manchester</b>    |
| Division:   | <b>Operations Group</b>  | Department:         | <b>Preparation and Marking</b> |
| Reports to: | <b>Preparation Moderation/Marking Team Leader</b>  | Responsible for:    |                                |
| Scale:      | <b>3</b>   | Permanent/FTC/Temp: | <b>Permanent/FTC</b>           |
| Post no:    | <b>3175, 3178, 3217, 3218, 3219, 3220, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228, 3372, 3373, 3374, 3933, 3954, 4140T, 4141T, 4142T, 4146T, 4147T, 4150, 4398, 4399, 4400, 4401</b> |                     |                                |

## Section 1 – Accountabilities

### Main role purpose:

To support the team to prepare associates and develop strong relationships that lead to timely and accurate marking.

| Key result areas:                      | Outcomes:  |
|--|--|
| <b>Customer (external or internal)</b> | Timely and excellent customer service is provided when liaising with schools and associates using CRM systems and dealing with general queries.  |
|  | Be flexible and responsive; take control of dealing with customers and associates both face to face and over the phone – agreeing actions with them and ensuring these are followed through. |
| <b>Product and internal processes</b>  | Support the completion of key activities that are identified in the department plan.   |
|  | Keep waste to a minimum and look for opportunities to reduce costs without compromising on our agreed service to customers and associates.   |
|  | Ensure AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.                       |
| <b>People and culture</b>              | Approach duties with a high degree of preparation and professionalism so that customers and associates have a great experience of AQA at every opportunity                                   |
|  | Be the professional representative of AQA's brand to our associates; both face to face and over the phone.   |
|  | Lead a small group of temporary staff on one or more processes during peak periods to support the delivery of results to agreed time and quality parameters, including                       |

|  |   |
|--|---|
|  | reporting and meeting internal and external SLAs.   |
|  | Produces high levels of performance from direct reports and teams by modelling leadership behaviours with confidence and providing clarity, challenge, feedback, coaching and development in line with business objectives. |
|  | Drive personal performance, to achieve personal and organisational goals.   |

## Section 2 – Key relationships and performance

### Key internal relationships:

- Colleagues and associates
- Customer Services
- Orders Data Control and Results team
- Resource Management team
- Logistics teams across all departments

### Key external relationships:

- Schools and colleges
- Associates

### Key performance indicators:

- Build exceptional relationships with our internal and external customer
- Proactive with the ability to adapt to deliver the highest levels of customer situations and maintains high levels of empathy and professionalism.
- Escalate potential issues in a timely manner

## Section 3 – Person profile

| Knowledge  | Assessment |
|--|------------|
| Understanding of relevant supply chain/end to end process best practice                          | <b>P</b>   |
| Broad understanding of the political, educational and business context within which AQA works    | <b>P</b>   |
| Good working knowledge and understanding of administrative procedures and office IT applications | <b>A</b>   |
| Qualification  |            |
| Educated to degree level or experience in a similar role   | <b>A</b>   |
| Skills   |            |
| Organise and supervise groups of staff   | <b>A/I</b> |
| Implement change positively  | <b>A/I</b> |
| Customer focused – deliver the best outcome from the customer perspective                        | <b>I</b>   |
| Track record in contributing to and delivering departmental plans and targets                    | <b>I</b>   |
| Great IT skills; accurate and proficient user of MS Office and database systems                  | <b>A</b>   |

|   |            |
|---|------------|
| Good attention to detail who communicates effectively, verbally and in writing  | <b>P</b>   |
| <b>Behaviours</b>   |            |
| Communication   | <b>I/P</b> |
| Flexibility   | <b>I/P</b> |
| Customer focused  | <b>I/P</b> |
| Personal contribution   | <b>I/P</b> |
| Continuous excellence   | <b>I/P</b> |
| <b>Experience</b>   |            |
| Experience of working in a busy office environment or equivalent  | <b>A/I</b> |
| Experience of supporting the successful delivery of business change   | <b>I</b>   |
| Experience of supporting the delivery of new processes or new technologies  | <b>P</b>   |
| Experience of delivering to multiple deadlines  | <b>A</b>   |
| Experience of working under pressure to deliver quality outcomes  | <b>I</b>   |
| Assessment key (criteria to be assessed at the selection stage)<br><b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)<br><b>I</b> - interview <b>T</b> – test (or work sample) <b>P</b> – probation |            |