

Role and person profile

Post title:	Administrator	Location:	Guildford/Manchester
Division:	Operations Group	Department:	Preparation and Marking
Reports to:	Preparation Moderation/Marking Team Leader	Responsible for:	
Scale:	3	Permanent/FTC/Temp:	Permanent/FTC
Post no:	3175, 3178, 3217, 3218, 3219, 3220, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228, 3372, 3373, 3374, 3933, 3954, 4140T, 4141T, 4142T, 4146T, 4147T, 4170T		

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:
Customer (external or internal)	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.
Product and internal processes	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.
People and culture	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	P
Broad understanding of the political, educational and business context within which AQA works	P
Good working knowledge and understanding of administrative procedures and office IT applications	A
Qualification	
Educated to degree level or experience in a similar role	A
Skills	
Organise and supervise groups of staff	A/I
Implement change positively	A/I
Customer focused – deliver the best outcome from the customer perspective	I
Track record in contributing to and delivering departmental plans and targets	I
Great IT skills; accurate and proficient user of MS Office and database systems	A
Good attention to detail who communicates effectively, verbally and in writing	P

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