

Job Title: Administrator (VTCT Exams Team)
Location: Aspire House, Eastleigh
Working Pattern: 37 hours per week, flexible working available. 1 Year Maternity Cover
Salary: £26,213 per annum

If you are passionate about education and want to work in a vibrant environment with people, who believe in our mission to advance education for the public benefit, please apply and support our charitable objectives. As a diversity-sensitive employer, we are always looking out for exceptional talent to join us from a wide range of backgrounds.

This Administrator position is working within our exams department as part of a six-person team. This is a detailed administration role which involves working with a range of internal and external stakeholders. Attention to detail, the ability to prioritise tasks and managing your own time are essential skills for this role. This is a great opportunity for anyone who enjoys a detailed oriented approach to their work and has experience within fast-paced administrative environments.

VTCT is the UK's market-leading specialist vocational and technical Awarding Organisation (AO) and End-Point Assessment Organisation (EPAO) for the personal services and well-being sector, with a number of qualifications in sports therapy, fitness, and learning and development.

Details about VTCT are on our website: <https://www.vtct.org.uk/about-us-what-does-vtct-do/vacancies/>

Benefits (*Please enquire if you would like more information about these before you apply*):

- 26 days annual leave + bank holidays, rising to 27 days after 2 years.
- Day for your birthday
- Life assurance 4* salary
- Flexible working arrangements (including compressed hours)
- Enhanced sick pay benefits after probation (3 months full pay)
- Enhanced pension contributions after postponement period (up to 10% employer contributions)
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Free parking, free tea and coffee and free fruit
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Regular massages for office staff
- Wide array of training and development opportunities

Principal Responsibilities include *(Full job description is available upon request):*

- Performing a range of administrative tasks, some complex and highly regulated, using established procedures and resolving anomalies as they arise
- Maintaining an effective, positive and productive relationships with all stakeholders
- Preparing, revising and amending assessment papers and materials for, and in line with, QPEM
- Providing direct support to examining and moderation teams, providing advice, guidance in support of internal and external assessment processes
- Working collaboratively with other Assessment Administrators, Product Administrators and Processing Administrators to deliver on a range of objectives
- Contributing to new procedure and system development to see if they represent improvements over existing methods with assessment development, maintenance and delivery.

Essential Criteria *(as part of our commitment to support people with disabilities, anyone with a registered disability who meets this criteria will be offered an interview. Please make us aware if this applies to you):*

- 2 years' experience of working in a busy and complex administration environment.
- Some experience working with Audit Trails.
- Great interpersonal skills and ability to work with a variety of people.
- Excellent communication and customer service skills (oral and written).
- Ability and willingness to work effectively within a team as well as on independent projects.
- Experience prioritising workload and using initiative.
- Proficiency with Microsoft Office suite and experience using bespoke IT systems.

Desirable Criteria:

- Experience of project management.
- Experience working within a regulated environment.
- Experience working within customer support OR performing stakeholder management.
- Experience using statistical software.

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process. Once you have applied will we get in touch after the advertising has closed let you know if you have been shortlisted for interview. If you are not contacted after this time you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

Anticipated Interview Dates: 30th July – 1st August

We reserve the right to close this advertisement early if we receive a high volume of suitable applications.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Skillfirst; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.