

OPERATIONS ADMINISTRATOR

JOB DESCRIPTION

Job Title	Operations Administrator (OA)
Department	Propertymark Qualifications
Responsible For	Operations support
Salary Range	0.75 of fulltime contract ,over 5 days
Reports to	Qualifications Manager

Job Purpose

Provide excellent operations (systems) support and customer service and advice to learners, apprentices and centres via phone, email, and face to face, on qualifications, assessments, and Propertymark Qualifications (PMQ) services and to support the delivery and quality assurance of qualifications and assessments.

The post holder will:

- provide administrative services to the Operations, Centre monitoring and End point Assessment (EPA) team.
- be responsible for first line operations support and customer service, including the weekly production and despatch of results and certificates, booking appointments for end point assessments.
- be responsible for the timely response to emails with customers and escalating where necessary.

Main Duties and Responsibilities

- Responsible for frontline customer and operations support.
- Monitoring transactions between IT systems which support the awarding organisation operations. and third-party systems and escalating accordingly.
- Ensure timely and accurate production and despatch of results and certificates, supporting the collation of relevant data and reports for internal and external purposes.
- Maintain up to date documentation and records using relevant systems and processes, including customer records and certification logs.
- Ensure a timely resolution of internal/external customer queries, in line with PMQ's published policies, standard operating procedures and service level agreements.
- Responsible for internal and external mail and support the maintenance of operational systems and processes which support customer service to centres, training providers and commercial partners.
- Supporting apprentices with pre assessment experiences of assessment platforms.
- Provide administrative services to support corporate clients, centres and individual learners including finance activities, i.e. invoicing and payments.
- Liaising with, and maintaining relationships with relevant departments, customers and third parties.
- Processing of technical experts claim forms for services rendered.
- Arranging, recording, and monitoring actions from PMQ team meetings.

- Contribute to the administration and production of PMQ’s customer service policies and processes.
- Providing administrative back up support to across key functions within the PMQ team.
- Any other duties in line with the level of responsibility, dependent upon business priorities.

Key Working Relationships

- Qualifications Manager
- Assessment Manager
- Officers
- Assessment Production and Delivery Co-ordinator
- Other PropertyMark departments

Job Requirement / Skills	Desirable	Essential
Experience of an awarding organisation with understanding and demonstrable experience of relevant operational processes.	✓	
Excellent communication skills, able to deal with all types of people with confidence and using a good standard of written and verbal communications.		✓
Able to work independently and prioritise own work with accuracy and attention to detail.		✓
Proficient at using MS Office products, with a good understanding of and ability to adapt to different IT systems.		✓
Excellent organisational skills with an ability to plan and prioritise work to meet deadlines. Being accountable and willing to support others.		✓
Possessing an open and collaborative working style; a team player and comfortable in a busy environment		✓

Education / Experience	Desirable	Essential
Educated to GCSE/ A level/Higher/ L2/3 Apprentice or equivalent.		✓
Administration and office skills, including Microsoft Office applications		✓
Good communications skills, both written and verbal.		✓
Regulatory compliance and assessment, preferably within an awarding or educational environment.	✓	
Awarding Body specific software and operational systems.	✓	
Sector-based or administrative experience.	✓	