

ROLE PROFILE

Role Details

Job Title: Awarding and Certification Co-ordinator – Sector Schemes	Department: Roads & Highways
Responsible for: None	Location: Head Office
Line Manager Job Title: Awarding and Certification Manager - Highways	Last Updated: April 2024 (NEW)

Job Goal

Responsible for accurate processing of customers' orders to agreed service level agreement for the production of certificates/e-certificates and skills registration SmartCards/e-Cards; complying with GDPR requirements. Be able to accurately assess own work and others for quality assurance purposes.

Role Responsibilities

Responsibility	Outcomes and measures
Accurately enter learner details onto Quartz for certification; <ul style="list-style-type: none"> scanning and uploading learner images producing skills registration SmartCards/e-Cards. 	All learners efficiently and accurately entered/awarded on Quartz: <ul style="list-style-type: none"> Internal errors not to exceed 3%
Understand and implement the specific rules of combination(s) for: <ul style="list-style-type: none"> Accurate awarding of skills 	All applications accurately processed <ul style="list-style-type: none"> Internal errors not to exceed 3%
Perform quality checks to quality processes and service level agreement: <ul style="list-style-type: none"> Certificates/e-Certificates Skills registration SmartCards/e-Cards 	All end products issued right first time <ul style="list-style-type: none"> Internal errors not to exceed 3%
Administration of incoming post: <ul style="list-style-type: none"> Co-ordinate/log batches for future processing Identify any issues with paperwork received <ul style="list-style-type: none"> clearly communicate any errors in application to customers 	Paperwork validated effectively with no complaints: <ul style="list-style-type: none"> TRT to be managed against department KPIs
Professionally deal with customer enquiries to resolution.	Maintain excellent customer service
Identify opportunities to improve systems and processes.	Reduce number of non-conformances
Assist with updating work instructions, policies and processes on SharePoint. <ul style="list-style-type: none"> Support with the testing and implementation of revised working practices providing constructive feedback. 	Working instructions to be current with work processes <ul style="list-style-type: none"> Identify any changes/gaps Successful ISO audit
Support other areas of the Roads and Highways department with projects and other tasks (when appropriate).	Service Level Agreements met
Ensure the confidentiality and integrity of all data relating to GDPR and Data Protection requirements	Ensure working instructions followed. Identify changes required to ensure GDPR compliance

Person Specification

Knowledge / Skills Required

<p>Essential</p> <ul style="list-style-type: none"> • Good Microsoft Office skills including Word and Excel • Good written and oral communication skills • Knowledge of stock re-ordering approaches and postage and courier processes • Excellent customer service awareness and focus • Ability to work as a team • Ability to maintain quality systems processes and maintenance of document audit trails. • Commitment to deliver high standards • Good organisation skills with the ability to prioritise activities • Attention to detail with the ability to deliver to deadlines • Ability to produce reports for intended audience 	<p>Desirable</p> <ul style="list-style-type: none"> • Understanding of Lantra products and services • Understanding of Quartz • Ability to develop spreadsheets
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Experience

<p>Essential</p> <ul style="list-style-type: none"> • Experience of working within a customer service environment. • Experience of processing orders rapidly and accurately • Experience of managing liaising with customers on the phone and in writing • Experience of operating to quality systems and processes • Experience of working proactively and flexibly within a team • Experience of using Microsoft office applications 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of liaison with external contractors • Experience of working in a warehouse
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Qualifications

<p>Essential English and Maths at GCSE level 3 + or equivalent</p>	<p>Desirable None</p>
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Values & Behaviours

	Effective Behaviours
Customer First	<ul style="list-style-type: none"> • Put customers first. • Actively listen to their needs. • Offer a service that adds real value
Commercially Driven	<ul style="list-style-type: none"> • Be easy to do business with. • Flexible and quick to respond. • Provide practical and sustainable solutions.
Camaraderie	<ul style="list-style-type: none"> • Bring the best of ourselves to work. • Listen, learn and respect each other. • Support colleagues. • Encourage team work.
Collaborative	<ul style="list-style-type: none"> • Work in partnership with our customers sharing knowledge, supporting them and providing opportunities to influence future developments.
Leadership	<ul style="list-style-type: none"> • Role models the behaviours in the Lantra Behaviours Framework.