

ROLE PROFILE

Role Details

Job Title: Awarding and Certification Co-ordinator	Department: Awarding and Certification
Responsible for: None	Location: Head Office
Line Manager Job Title: Head of Awarding and Certification	Last Updated: February 2023

Job Goal

Responsible for accurate processing of customers' orders to agreed expectations in the production of certificates and skills cards complying with GDPR requirements.

Provide customers with materials including production of in-house printing and issuing stock orders.

Some roles may assume specialist responsibilities for different tasks

Role Responsibilities

Responsibility	Outcomes and measures
Accurately enter learner details onto Quartz for certification, scanning and uploading learner images for production of skills cards.	All learners efficiently and accurately entered/awarded on Quartz.
Perform quality checks of certificates, skills cards and materials prior to despatch. Accurately classify despatched items on Quartz. Process returned stock performing quality check of materials received.	Customer satisfaction levels Service level agreements. Percentage of orders despatched in time Customers invoiced correctly
Administration of incoming post. Identify issues with paperwork received and clearly communicate to customers.	Paperwork validated effectively and no complaints
Professionally deal with customer enquiries to resolution.	Maintain excellent customer service
Identify opportunities to improve systems and processes.	Reduce number of non-conformances
Work with IT to oversee printers to ensure operational excellence and quality output is maintained.	Number of downtime days
Follow and update working instructions. Support the testing and implementation of revised working practices providing constructive feedback.	Working instructions to be current with work processes Successful ISO audit
Assess the demand for materials, liaise with suppliers to obtain comparative quotes. Re-order to maintain sufficient stock.	Number of days out of stock Budget maintained Quality of stock / losses No customer complaints
Despatch of approved stock holding provider orders, maintaining accurate records of stock issued, held, and returned.	Quarterly audit of records
Support other areas of the department with workflow, projects and reporting.	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.