

## Job description and person specification

| Job description                         |   |
|---|---|
| Job Title                               | <b>Certification Co-ordinator</b>   |
| Responsible to                          | Bild ACT Administrator/Certification Director   |
| Works with                              | Certification Management Team   |
| Location                                | Hybrid; Home and Birmingham Research Park, Birmingham, B15 2SQ  |
| Hours                                   | <b>3 days per week</b>  |
| % FTE                                   | 0.6 FTE   |
| Salary Scale                            | Senior Admin £18,500 to £21,500 (Pro-rata)  |
| Job purpose and summary                 | To provide high quality coordination of the Association of Certified Training Certification Scheme and administrative support to the Certification management team to ensure the smooth, robust and professional delivery of certification activities.  |
| Key responsibilities & Accountabilities | <p><b>Customer focused:</b></p> <ul style="list-style-type: none"> <li>• Build positive relationships with key external stakeholders customers and panel members</li> <li>• Build positive relationships with the Association of Certified Training Team (ACT)</li> <li>• Answer enquiries regarding the scheme professionally and to direct where appropriate to the relevant member of the ACT team</li> <li>• To ensure CRM databases are kept up to date and appropriate data capture is always maintained</li> </ul> <p><b>Certification:</b></p> <ul style="list-style-type: none"> <li>• To ensure the smooth, efficient and effective coordination and administration of the certification scheme alongside the other certification coordinator under the direction of the scheme administrator</li> <li>• Provide administrative support for the ACT Management Team including arranging assessor visits, panel meetings, certified organisation meetings, and Quality Assurance submissions &amp; visits</li> </ul> |

- To provide administrative support for Steering Group meetings including venue booking, invitations and any associated travel, etc.
- To prepare all materials for panel meetings and panel members
- Maintain records for organisations and trainers
- To support the continuous improvement of administrative systems to maximise efficiency and effectiveness of the Certification Administration Team
- To support the Events Team with the annual Restraint Reduction Network conference (including attendance) and Certification events (including familiarisation workshops)
- Support the upkeep of the website directory

**Key Competencies and skills:**

- 5 years' general administrative experience preferably at senior administration level (essential)
- Excellent customer service skills including telephone skills (essential)
- Organised (essential)
- Able to use own initiative (essential)
- Able to forward plan (essential)
- Good knowledge of word, excel and adobe(essential)
- Able to keep calm in pressurised situations (essential)
- Working with virtual media Zoom, Teams (essential)
- Common Sense (essential)
- Experience of working for a regulatory body (desirable)
- Able to work to timescales (essential)
- Flexible (desirable)
- Experience of working in small team (desirable)
- Experience of working for a charity (desirable)
- Committed to BILDs Values (essential)
- Record keeping (essential)
- Good attention to detail (essential)
- Experience of word press/ website support and maintenance (desirable)
- Willing to learn (essential)

This document provides a summary of the role but within a small team all members of staff are required to be flexible to changing priorities and to undertake additional activities as requested by their line manager or team. This role requires a high level of flexibility and working collaboratively with the wider team.

| Person specification       |  | Essential (e)<br>Desirable (d) | Assessed through<br>Application (CV and<br>covering letter) = A<br>Interview = I<br>Test/activity = T |
|----------------------------|--|--------------------------------|---|
| <b>Qualifications</b>      | Administrative qualification – or working towards an administrative qualification e.g. Diploma in Business Administration          | <b>D</b>                       | A   |
| <b>Experience</b>          | Ability to forward plan  | <b>E</b>                       | A & I   |
|                            | Minimum three year experience in small business / office   | <b>E</b>                       | A   |
|                            | Administration/coordination experience (preferably in a L&D or QA environment)   | <b>E</b>                       | A   |
|                            | Experience of Project Management   | <b>D</b>                       | A & I   |
| <b>Competencies</b>        | Excellent organisational and interpersonal skills  | <b>E</b>                       | A, I & T  |
|                            | Ability to manage multiple competing demands and priorities, whilst demonstrating a high level of attention to detail and accuracy | <b>E</b>                       | A, T & I  |
|                            | Flexible & Proactive problem solving approach  |                                |   |
|                            | Data analysis and improving processes / systems  | <b>E</b>                       | A & I   |
|                            | Excellent IT skills including word and excel and digital competence  | <b>E</b>                       | A, I & T  |
|                            | Ability to work as a part of a small team collaboratively and flexibly within supporting other colleagues                          | <b>E</b>                       | I   |
|                            | A commitment to quality, continuous learning and improvement   | <b>E</b>                       | I   |
|                            | Be a lifelong learner  | <b>D</b>                       | I   |
|                            | Ability to be calm in a pressurised environment  | <b>E</b>                       | A & I   |
| <b>Equal Opportunities</b> | BILD is committed to equal opportunities and equality and does not tolerate harassment or discrimination                           |                                |   |
| <b>Data Protection</b>     | All staff at BILD are required to treat sensitive material confidentially and comply with data protection legislation              |                                |   |
| <b>Health &amp; Safety</b> | All staff working at BILD are required to read and comply with the H&S policy  |                                |   |
| <b>Review</b>              | Job descriptions may be reviewed after probation and at annual performance review  |                                |   |
| <b>Date approved</b>       | 2021   |                                |   |