

## JOB DESCRIPTION

### Administrator Business & Projects

<b>Post Ref</b>	5.2.1.1.3 – 5.2.1.1.7
<b>Reporting To</b>	5.2.1.1 Senior Officer Business and Projects
<b>Pay Band</b>	AO
<b>Line Management, Accountable For</b>	NA
<b>Budget Management</b>	NA

#### Job Purpose

To provide efficient and effective administration support to teams across Ofqual by performing a range of administration duties.

#### Key Accountabilities:

- Working with the operations teams to organise and administer internal and external meetings, and where required assist with the administration of events
- Providing efficient and effective administration to support to the operations teams including, photocopying, collating papers, producing visit packs, creating appeals packs, filing, mailings, scanning and handling incoming and outgoing mail
- Arranging hotel and travel bookings for the operations teams
- Assisting with the setting up of purchase orders
- Proof reading documents for the operations teams
- Working with the Administration Team Coordinators and operations teams to provide basic desk based research
- Updating and recording information on tracking databases including awarding organisations thematic reviews and requests for information
- Ensuring that cases are logged onto our IT system meeting pre-set service level agreements
- Answering and handling all incoming calls coming into the switchboard

- Working with the operations teams to ensure external stakeholders including contractors receive the required information meeting pre-set service level agreements
- Assisting the work of Entry, Exit and Enforcement to perform checks on the completeness of submissions from external stakeholders ensuring that all the required documentation is complete

### **Corporate Accountabilities**

- Acting as a role model for Ofqual's values and professional standards
- Supporting your manager with the delivery of the business and corporate plans for your area.
- Supporting your manager in driving continuous improvement in your own area.
- Supporting your manager with risk management by reporting/escalating any identified risks or issues, as appropriate.
- Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Performing any other reasonable duties as directed by line management.

**This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.**

## PERSON SPECIFICATION

### Experience

Criteria	Essential (E) or Desirable (D)
Experience of working in a business support and/or administrative function.	E
Experience of dealing with enquiries using a range of communication methods.	D
Experience of working in a team and independently to deliver against strategy and strict timescales.	E
Experience of organising, structuring and managing meetings of internal and external stakeholders.	E
Experience of working in a customer facing service responding to issues and queries – including experience of handling a switchboard operation.	E

### Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Proven effective time management skills, including the ability to successfully prioritise workloads, and manage multiple competing priorities without compromise on the quality of outcomes.	E
Ability to use appropriate IT applications effectively (including Outlook, SharePoint, Word, PowerPoint and Excel).	E
Able to work flexibly to meet the needs of the team and the organisation.	E
Able to compile data and information in a clear format use accurately and with attention to detail.	E
Able to work within processes and procedures to resolve routine problems and issues.	E
Good written and oral communication skills to communicate clearly with others.	E
Able to relate to and work with colleagues from across the organisation and externally where necessary.	E

Ability to understand Ofqual's strategic priorities and contribute to achieving those.	D
Able to work according to defined processes consistently and accurately.	E

### Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
Qualifications in numeracy and literacy such as GCSE or equivalent, and/or equivalent knowledge gained through experience.	E
Knowledge and experience of operating in a customer service environment.	E
Knowledge and understanding of the education system in England and/or Northern Ireland.	D

**You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.**