

JOB DESCRIPTION

JOB TITLE Exams Administrator
RESPONSIBLE TO Client Services Manager

JOB SUMMARY To provide solid and varied administrative support within the Client Services Team

To assist with data processing, distribution and management

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To contribute and support IoLET's vision, values and strategic objectives
- 1.2 To perform the role of a good ambassador for the organisation at all times
- 1.3 To ensure security and confidentiality of all qualification and examination information handled
- 1.4 To be proactive and flexible by supporting and assisting IoLET staff and functions as and when necessary
- 1.5 To promote IoLET qualifications and examinations in collaboration with both CIOL and IoLET staff
- 1.6 To actively partake in any other duties necessary for the smooth running of the qualifications and organisation

2. Main Purpose and Scope of the Post:

- 2.1 To handle a large volume of enquiries by phone and email
- 2.2 To liaise with internal staff, external contacts and manage candidate enquiries, centre queries and registrations
- 2.3 To provide prompt, accurate, valid and complete information as requested
- 2.4 To follow communication guidelines, policies and procedures
- 2.5 To process and maintain client data and records as requested
- 2.6 To support all administrative aspects of information management (including highly confidential and sensitive information)
- 2.7 To manage and maintain inboxes and electronic files as requested
- 2.8 To assist with large volume mailings

PERSON SPECIFICATION

3 Skills and Personal Requirements

- 3.1 Confidence, patience, politeness, tact and diplomacy, when dealing with challenging situations.
- 3.2 Good eye for detail and precision, ensuring own work meets high quality standards at all times
- 3.3 Excellent communicator, with a very high standard of spoken and written English as well as an excellent grasp of English grammar and syntax
- 3.4 Excellent telephone manner and sympathetic approach to customer service
- 3.5 Effective time management

- 3.6 Excellent organisational skills and confident in managing multiple tasks and prioritising workload
- 3.7 Intermediate use of IT - MS Office (specifically Excel and Word)
- 3.8 Quick to pick up IT systems and use databases
- 3.9 Excellent interpersonal and relationship skills at all level
- 3.10 Team player and a confident self-starter

4 Knowledge and Experience:

- 4.1 Educated to degree level, or equivalent
- 4.2 Data processing experience an advantage
- 4.3 Business administration experience an advantage
- 4.4 At least 2 years' experience in a similar administrative/examinations role

5 Behaviours:

- 5.1 Adaptable to business and organisational change
- 5.2 Positive problem solver
- 5.3 Deadline and goal-focused
- 5.4 Calm under pressure
- 5.5 Sensitive to operating in a regulated environment
- 5.6 Customer focused

The above job description covers the main duties of this position as at November 2019.

The IoL Educational Trust (IoLET) reserves the right to review and revise all job descriptions from time to time according to business need. Any future review or revision will be carried out in consultation with individual members of staff.