

# Job Profile

## Business Administrator

Department	Energy & Utilities Independent Assessment Service (EUIAS)
Location	Solihull
Reports to	Service Delivery Officer
Hours	5 days per week
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Office based. The role may require travel from time to time, and occasional work at specific locations and overnight stays away from home.
Salary	£18,000 per annum
Date	January 2019

### About us

The Energy & Utilities Independent Assessment Service (EUIAS) is part of Energy & Utility Skills Limited. Energy & Utility Skills offers membership, assurance services and skills solutions to help employers attract, develop and retain a sustainable skilled workforce to ensure the seamless delivery of essential services to 65 million people each day.

We are approved on the Register of End-point Assessment Organisations (EPAO) to deliver end-point assessment for 10 apprenticeship standards within a safety critical sector. We were the very first EPAO to have apprentices achieve on new apprenticeship standards and have now exceeded 500 apprentice achievements. Our customers include blue-chip organisations across the sector.

We are a pioneering, innovative and specialist organisation with a commitment to high quality end-point assessment. We have built a brand that is strong, credible and influential amongst key stakeholders.

### About the role

This is a pivotal role as part of a friendly, supportive, ambitious team. The Business Administrator will provide key administrative support to underpin the smooth running of the EUIAS end-point assessment journey.

In this exciting and challenging role, responsibilities will be varied and wide ranging, and will include pre-population of templates for moderation, standardisation and final grading activity, application for apprenticeship completion certificates and support for regulatory audit activity.

The role will also provide general administrative support including diary management, minute taking, document branding, version control and website maintenance.

### About you

To be successful in this role, you will need to be highly motivated, organised with strong administration skills and a keen eye for accuracy and detail.

You will have experience of working in a fast-paced office environment along with strong Microsoft Office skills. Confident in your approach, you will have excellent communication skills and be able to develop strong relationships with our customers and stakeholders.

### Key Responsibilities:

The Business Administrator will be responsible for:

- Providing key administrative support to underpin the smooth running of EUIAS end-point assessment.
- Collating the information required and pre-populating templates for moderation, standardisation and final grading activity.
- Maintaining timely and accurate records of apprentice outcomes to support KPI tracking.
- Completing applications for apprenticeship completion certificates including validation checks and query management.
- Downloading required information to the Gas Safe Register
- Providing administrative support for regulatory audit activity
- Contributing to business process development and working in line with these.
- Data input and extract to/from our CRM system; maintaining current, accurate customer and stakeholder records.
- Scheduling and attending meetings including diary co-ordination and venue management. Preparation and distribution of agendas, minutes, action logs and other papers to attendees.
- Responding appropriately to stakeholder enquiries in relation to the EUIAS.
- Maintaining the EUIAS website by ensuring the information provided is accurate and up to date.
- Storing and filing all documentation in line with the required criteria.
- Administration of the Apprentice Registration tracking system ensuring the correct documentation is provided.
- Providing ad hoc administration support across all parts of the team.

### Additional Responsibilities

- Compliance with Energy & Utility Skills data protection policies and processes.
- Taking reasonable care of your own health and safety and that of others in the workplace

## Job Holder Specification

Specification	Essential	Desirable
<b>Education</b>		
Recognised qualification (or equivalent experience) in business administration		✓
GCSE or equivalent in English and Maths	✓	
<b>Work Experience</b>		
Understanding of the energy and utilities sector		✓
Demonstrable experience within a fast paced administration function including data inputting and diary management	✓	
Customer service and service delivery experience	✓	
Knowledge of and ability to use IT	✓	
<b>Skills</b>		
High level of organisational skills and time management. Ability to work effectively under pressure and meet deadlines.	✓	
Interpersonal skills – managing relationships at all levels internal and external to the organisation	✓	
Ability to work independently and as part of a team	✓	
Competent user of Microsoft Office applications (especially Word, and Excel) preferably to include experience of CRM	✓	
Ability to write clearly and succinctly with a high level of attention to detail	✓	
Ability to make prompt and clear decisions		✓
Ability to analyse and report using a range of information		✓

## Values & Behaviours

### Together

We are stronger together, collaborating to deliver success

- Supporting and empowering each other
- Working as a team to deliver the best for our clients, customers and colleagues
- Being respectful, responsive and reliable
- Keeping all communication clear and constructive
- Understanding and valuing how we all contribute to our success

### Being Credible

A trusted voice providing thought leadership to the sector

- Providing expertise, openly sharing insights and best practice
- Taking a proactive approach to understanding the sector and the key issues affecting our members
- Delivering on time and keeping promises
- Ensuring work is of the highest standard and delivering exceptional customer service internally and externally.
- Taking ownership of personal development

### Making a Positive Difference

We do the right thing and make Energy & Utility Skills a great place to work

- Inspiring others by going the extra mile
- Bringing energy, passion and a positive approach to work, every day
- Celebrating success and taking pride in everything we do
- Embracing change and identifying opportunities to make a difference
- Leading by example