

## **Job Description**

**Job Title:** Certification and Registration Officer

**Reports to:** Centre Manager

**Salary Range:** £20,680 to £25,831 per annum

**Location:** Home based with UK wide travel

### **Purpose**

Working within the Operational Support Service in collaboration with operational colleagues to ensure the high quality delivery of services. To process and co-ordinate all qualification registrations and certifications ensuring they are timely and accurate and in line with all regulatory body requirements and internal processes

To ensure all qualification and certification registrations support the overall operational delivery requirements of all Shaw Trust contracts.

Acting as a champion of the continuous improvement culture across Shaw Trust in order to support operational teams to meet and exceed expectations in line with the Shaw Trust Strategic Directive 2030.

### **Main Duties and Responsibilities**

1. To process and co-ordinate the enrolment, registration and certification ensuring an effective, timely and efficient service is provided to support all Shaw Trust contracts and learners.
2. To work as part of the overall Skills business administration function to ensure an efficient service is provided to its users and to continuously improve the way we deliver a service and meet contractual requirements.
3. To provide the Centre Manager with weekly reports and accurate data to ensure transparency of effective tracking and monitoring of all learner registrations and certifications.
4. Liaise effectively with all delivery staff members, support and management teams as required.

5. To develop and maintain a positive relationship with all Awarding organisations and external partners.
6. To ensure data quality and integrity is robust and secure meeting all legislation requirements of the Data Protection Act.
7. To ensure robust audit trails at all times to meet contractual requirements.
8. To process internal management information reporting to assist centre and organisation with monitoring its performance
9. Be continuously aware of the financial impact of activity carried out on the whole division and Ixion.
10. Produce high quality documentation, reports and presentations that can be used at both internal and external meetings and events.
11. Raise Purchase orders for registrations of learners on business world.
12. Upload learner details on EPA portals and liaise with Operational staff on a regular basis.

## **Other**

1. Actively promote and strive towards the vision, mission, commitment, and values of the Shaw Trust Strategic Directive 2030, in all aspects of the job role.
2. To undertake any further training as identified in the Shaw Trust review procedures.
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

5. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
6. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to work within the guidelines of the policy. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
7. To maintain the confidentiality of beneficiaries, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
8. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

### Job Title: Certification and Registration Officer

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Knowledge of government funded contracts and systems <b>(E)</b></li> <li>• Good ICT skills including Microsoft packages. <b>(E)</b></li> <li>• Maths and English GCSE or equivalent level 2 functional skills <b>(E)</b></li> </ul>
<p><b>Experience and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Experience/knowledge of working within education and training sectors (ideally covering-Children's Services &amp; Homes, Apprenticeships, Adult Learning, Learning Loans, Traineeships, Supported Internships, Justice, Health &amp; Wellbeing, Social Enterprise, National Career Services contracts and other commercial provision). <b>(D)</b></li> <li>• Demonstrable experience of successfully working to targets. <b>(E)</b></li> <li>• Experience of ISO 9001 and Investors in People. <b>(D)</b></li> <li>• Experience of Ofsted regulatory requirements. <b>(D)</b></li> <li>• Experience of Matrix and Merlin standards. <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to work flexibly to cope with the varying demands of the role and achieve desired results. <b>(E)</b></li> <li>• Ability to motivate, coach and support operational managers to maximise their staff's performance and ensure quality of delivery. <b>(E)</b></li> <li>• A motivational, flexible and problem-solving approach. <b>(E)</b></li> <li>• Excellent presentation and communication skills at all levels, verbal and written. <b>(E)</b></li> <li>• Highly Customer focused with the ability to maintain excellent personal relationships with individuals internally and externally at all levels. <b>(E)</b></li> <li>• Excellent organisational and time management skills demonstrating ability to produce work to high quality standards. <b>(E)</b></li> <li>• Ability to prioritise work and work under pressure. <b>(E)</b></li> <li>• Ability to work on own initiative and within a team. <b>(E)</b></li> <li>• Friendly and open manner with a calm and flexible approach. <b>(E)</b></li> <li>• Good IT skills, including competent use of MS Word, PowerPoint, Excel, Visio, Teams. <b>(E)</b></li> <li>• Good attention to detail, English writing skills, report writing and planning skills.</li> </ul>

<p><b>(E)</b></p> <ul style="list-style-type: none"> <li>• Skilled in analysing data. <b>(E)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Positive attitude to equality within employment. <b>(E)</b></li> <li>• Flexible, adaptable and innovative. <b>(E)</b></li> <li>• Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. <b>(E)</b></li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>• This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li> <li>• Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. <b>(E)</b></li> </ul>

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