

## Job Description

<b>Job Title</b>	Service Innovation – Qualifications Assistant	<b>Grade</b>	1
<b>Department</b>	Service Innovation	<b>Reports</b>	0
<b>Reports to</b>	Service Innovation Team Leader – Qualifications		

## Our Values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

## Main Purpose of the Role

Provide consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and KPI's. Provide effective administration of APM qualification-related activity, ensuring smooth information flow between key stakeholders.

## Dimensions & limits

Completion of tasks and activities as defined in relevant procedures and work instructions. Effective use of systems and processes. Contribute ideas to improve efficiency.

## Key Relationships

### *Internal*

- All APM departments

### *External*

- Candidates, Accredited Providers, markers, assessors, invigilators, facilitators and other key stakeholders, BTL support desk, Proctor Exam, DHL

## Career Development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events

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Role: Service Innovation – Qualifications Assistant

Version: 7

Date: September 2023

- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths
- Shadowing in other department is a popular way to learn about the roles and challenges across the different functions

## Key responsibilities / accountabilities

### Administration

- Archive qualification-related documentation in conformance with APM's Retention Policy
- Provide administrative support to the Qualifications Team Leaders
- Accurate maintenance of database and paper records
- Ad hoc duties within scope of role and sphere of influence

### Customer Service & Communication

- Resolve qualification/examination issues and work closely with key stakeholders to provide a positive customer experience
- Effectively respond to all queries related to APM qualifications via e-mail, web chat and phone, in line with agreed SLAs for response times. Provide consistently high levels of customer service to all stakeholders.
- Communication with the Membership Panel to assist in coordinating availability for application reviews

### Processes & Procedures

- Apply robust operating procedures for the administration of qualifications, both in the UK and overseas, including creating examination and certification events, issuing results and handling queries and appeals.
- Pro-actively seek out business and process improvement opportunities
- Efficient coordination of the exam processes

## Key Performance Measures

- Administrative tasks are completed accurately and in a timely manner
- Qualification processes are efficiently managed in line with agreed SLAs
- Process and standard implementation
- Documents are archived and referenced in line with policy accurately
- Liaison with key stakeholders to ensure examinations run smoothly and provide a positive customer experience
- All correspondence recorded on the database

### Key responsibilities / accountabilities

- All queries are responded to within current agreed SLAs
- Stakeholder feedback
- Identifications and implementation of proposed improvements

### Person Specification – Service Innovation – Qualifications Assistant

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• GCSEs including Maths and English or equivalent</li> </ul>	
Experience		<ul style="list-style-type: none"> <li>• Experience within a customer services role with effective communication skills via e-mail, telephone and web chat</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Minimum intermediate level Microsoft Office and database IT skills</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>• Strong time management and organisational skills</li> <li>• High degree of attention to detail and accuracy</li> <li>• Strong communication skills - both verbally and in writing - to effectively communicate with a range of stakeholders</li> <li>• Good problem-solving skills</li> <li>• Relationship building skills – developing and maintaining good relationships with customers and colleagues</li> </ul>	

<b>Behaviour / competency</b>	<ul style="list-style-type: none"><li>• Strong communication skills</li><li>• Customer focus</li><li>• Time management and organising</li></ul>	
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