

Awarding Body Customer Support Administrator

Job Description

Department:	Awarding Body
Reports to:	Awarding Body Support Manager
Key Relationships:	All CMI Departments – particularly Quality Auditor, Quality Managers, Head of Awarding Body & Compliance, HE Assessment Administrator, Customer Relationship Executives, Engagement managers, IT, Customer Services.
Location:	Corby



Job Purpose & Key Responsibilities

To work with the HE Assessment Administrator to deliver our and maintain regulatory compliance to ensure Approved Centres are meeting CMI requirements

Administering our data processes as required including:

- Creating and maintaining statistical data and reports on registrations, withdrawals, lapses, completions, moderation, external assignment, Personal Learner Record, sanctions, action plans and quality by Centres
- Providing data on a weekly, monthly and quarterly basis to the Awarding Body & Compliance Team and Quality Team
- Producing internal and external data reports, as required
- Offering information to centres in relation to their learner's progress

Providing administration and customer support to the following:

- To the Awarding Body and Compliance Team in preparation for centre visits, requests, quality meetings and events
- To the Awarding Body and Compliance Team as and when required
- To CMI's Centres who are delivering our qualifications
- Work with other CMI departments to offer support and guidance, create information to enable customers to 'self serve' where possible



Objectives

- To achieve objectives and agreed KPIs in areas of direct responsibility
- Growth of CMI qualifications reputation both internally and externally
- To support Partnership Teams in increasing student registrations and customer accreditation/validation income

- Increase profile of CMI as the lead authority and voice in relation to Management and Leadership qualifications and accreditation products
- Continued growth in Management and Leadership qualifications and accreditation activities
- Continued accreditation of core CMI qualifications on the main UK qualifications frameworks
- Achievement of CMI service standards
- Continued compliance against regulators' requirements
- Satisfactory achievement of all Service Level Agreement (SLA) targets

» **Who we are looking for**

Essential

- Someone who will live CMI's values, professional, passionate, progressive and practical
- Someone who has experience working with customers
- A positive approach to customer service and drive to meet customer needs
- Problem solver with initiative and innovative ideas
- Experience working with multiple stakeholders
- Team player with a can-do attitude and a flexible, agile approach to changing operational demands
- Someone who can think outside the box and bring fresh new ideas
- Able to work effectively under pressure with a sharp eye for detail
- Effective communicator who is able to engage with both internal and external stakeholders of all levels both remotely and face to face.
- Experienced working with and producing data management reports
- Computer savvy, ideally experienced working with GSuite and CRM

Desirable

- Experience working with a CRM/database
- Experience working to service level agreements
- Experience operating within an Awarding Body environment, working with assessments and regulator
- Desire to drive new technology to improve efficiency

The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business

It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.

CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.

Name.....

Signed.....

Date.....