

Job Description

Position:	Administration Manager
Responsible to:	Head of Quality/Responsible Officer
Location:	Crossfields Institute office in Stroud/home based
Hours:	20 hours per week
Duration:	Permanent after probation period

Job purpose:

The post-holder will be responsible for managing the administration of the Awarding Organisation (AO) under the guidance of the Head of Quality and working with the Quality Team. The role will involve the administration of the AO's online platform as well as the maintenance of all records for academic administration

Main duties:

Registration and certification

- AO online platform (Mercury):
 - o Process registrations of students and raise invoices as appropriate
 - o Liaise with the Quality Team to ensure the certification of students is processed accurately. Produce certificates as appropriate
 - o Monitoring registrations on Mercury so that centres are invoiced correctly
- NCFE CACHE/Pearson:
 - o Registration of students and invoicing of centres
 - o Certification of students using the RAC system, in liaison with Quality Team

In both systems, the Administration Manager also implements name changes/replacement or reprint of certificate requests
The Administration Manager also checks certificates before posting and records posting date on Mercury/RAC as appropriate.

The post holder will also regularly review the current student records system and ensure it is fit for purpose and complies with General Data Protection Regulations (GDPR), the Ofqual General Conditions of Recognition (GCoR) and any other relevant legislation or regulations.

Administration of the registration and certification module on Mercury

- Monitoring of suitability of the functions of the module. Implementation of improvements as required
- Communication with the system developers to ensure the system is up to date
- Create and update Centre and AO guides for the module
- Regular KIT (Keep in Touch) meetings with the developers

The post holder will contribute to regular reviews of the system and be able to propose improvements.

- Offer training and support to new and existing centres in the use of the Mercury system.

General Admin:

- Keep the active qualification list up to date
- Keep centre contact list up to date
- Answer and record enquiries from students/ centres/the public/potential new business or centres
- Ensure the office is kept supplied with required stationery, including certificate paper
- Produce reports and data as requested by the Head of Quality/Responsible Officer

Ofqual:

- Work with the Responsible Officer to ensure that the AO is compliant with Ofqual's General Conditions for Recognition
- Submit the quarterly Data Request on the Ofqual portal
- Ensure correct versions of qualification specifications are on our website and the Ofqual portal
- Submit new qualifications to the Ofqual portal (see launch arrangements below)

Qualification launch

- Submission of new qualifications on the Ofqual portal.
- Launch of qualifications on Mercury for regulated and self-regulated qualifications. This includes
 - o Ensuring the registration fee is available on the website (regulated qualifications only)
 - o Ensuring the registration fee is recorded correctly on Mercury
 - o Communicating with the centre(s) offering the qualification on the use of logos and qualification title.
 - o Checking centre's websites and social media to ensure logos and qualification titles are used correctly
 - o Ensuring centres have the correct version of the relevant qualification specification

Finance

- Producing income reports from Mercury and other systems for the Responsible Officer and Executive Director
- Request invoices for registration/replacement certificate fees
- Request invoices for the centres' annual review fee (done quarterly)

Staff Management and Supervision

The Administration Manager has no direct staff line management responsibility.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to

time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the postholder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however a certain task proves to be unachievable job redesign will be given full consideration.