

Job Description

Training and Qualifications Administrator



Role Details

Role title	Training and Qualifications Administrator
Department	IWFM Academy
Reports to	Centre Co-Ordinator
Line manager for	N/A
Salary	£22,000

Vision and Mission

Vision

As the pioneering workplace and facilities management body, our vision is one where every workplace delivers. To be the trusted voice of a distinct profession recognised for its ability to enable people to transform organisations and their performance.

Mission

We empower and enable workplace and facilities professionals to expand their potential and have rewarding, impactful careers. We are a business enabler. Together we optimise the profession's impact.

The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

Social Value

We are a Disability Confident employer, Investor in People accredited and Living Wage employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

Job Purpose

To provide administrative support in the development and delivery of all IWFM Academy products. You will provide an excellent service and be the first point of contact for customers purchasing and completing IWFM Academy products.

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The role requires a quality standard driven individual with a keen eye for detail to ensure IWFM Academy products are delivered to regulatory and training requirements.

The postholder will have experience working in a Training Centre and administering regulatory and non-regulatory products to specified standards.

Key Accountabilities

- Answer customer, Learner, Assessor and Tutor queries through the IWFM Academy inbox
- Administer customer orders and learner registrations through the Customer Relationships Management (CRM), training booking system and Parnassus systems
- Conduct regular reporting requirements to monitor the quality and efficiency of delivery across IWFM training and qualifications
- Support the Centre Co-ordinator with the moderation process- Administer the training and qualifications certification process
- Arrange training venues for regulated and non-regulated training
- Support with the delivery of the public training courses
- Liaise with Trainers, Assessors and Tutors to support the delivery of IWFM training and qualification products
- Maintain CPD to ensure knowledge of workplace and facilities management as well as learning and development principles
- Work to the IWFM values and behaviours

Technical Skills

- Knowledge of training and qualification processes and quality standards.
- Experience administering regulatory training standards and processes.
- Knowledge of Customer Relationship Management (CRM) systems.
- Experience of data management and manipulation.
- Knowledge of training and qualification systems.
- Experience in defining processes and driven to improve efficiencies to continually improve ways of working to put customer experience at the centre of everything we do.
- Understand the approach to adult learning and development methodologies.

Behavioural Skills

- Focussed on providing outstanding customer service.
- Self-motivated, driven and able to work independently and under pressure.
- Innovative thinker, creative by nature and willing contributor.
- Energetic approach and a can-do attitude, inspiring others.
- Takes responsibility and acts with confidence.
- Flexible and responsive approach.

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- Communicates with confidence and calmly in high-pressure environments.
- Supportive and behaves consistently with clear personal values that complement IWFM.