Job Specification
Technical Services Administrator

Function: Technical Services   **Reporting to:** Training Manager

Core Terms & Conditions

The post will be for 35 hours per week, worked over Monday to Thursday from 8.30am to 5.00pm and on Fridays from 8.30am to 2.30pm with one 60-minute lunch break (unpaid) per worked day.

The gross salary will be £21,260 per annum, subject to confirmation of relevant experience.

There will be a six-month Probation Period at the end of which there will be a Benchmark Appraisal. Thereafter, Performance Development Reviews (PDRs) will take place twice per annum.

During the Probation Period one month's notice of termination of employment will be required on either side. Thereafter, both Parties will be required to give a minimum of three months' notice.

Holiday entitlement is 30 days inclusive of Public/Bank Holidays. Holidays are to be arranged in advance with the Training Manager..

Location

The Technical Services Administrator will be based at the Walled Garden, Bush Estate, Midlothian, EH26 0SB.

Line Manager

The Training Manager, as Line Manager, will assign work to and manage the post holder.

Person Specification
Technical Services Administrator

Function: Technical Services　　　　　　　　　**Reporting to:** Training Manager

Job Purpose

To provide general administrative assistance to the Technical Services Function, including the Director of Technical Services, and related staff.

Person Specification

1. Strong administration skills, proficient in Microsoft office suite and database, and in the general use of IT systems and Database Systems.

2. High standard of accuracy, attention to detail and efficiency.

3. The ability to communicate (oral and/or in writing) effectively using a variety of mediums.

4. Ability to work as part of a team.

5. Excellent planning and organisational skills, with the ability to multitask.

Job Description
Technical Services Administrator

Function: Technical Services　　　　　　　　　　**Reporting to:** Training Manager

Job Purpose

To provide general administrative assistance to the Technical Services Function, including the Director of Technical Services, and related staff.

1. Technical Services Administration

2. Certification Scheme Administration

3. Reception Support

4. Support SELECT's strategy of Excellence and Skills and customer service standards.

NB. In addition to these key responsibilities, employees are required to carry out such other duties as may be reasonably requested.

Key Responsibility Objectives

The following list, though not exhaustive, comprises tasks which are likely to be essential in the performance of the job.

1.   Technical Services Administration

1.1   Support Technical Advisers with arranging visits, preparing letters and subsequent reports.

1.2   Inform Technical Advisors of any changes to Members i.e. new member / retired / resigned.

1.3   Maintain and amend the Technical Services Desk Instructions where necessary.

1.4   Support Technical Services in the provision of other services. i.e.:

- Circulars
- Committee support
- Complaints
- SELECT Certs
- Finance returns
- Inspection on request

1.5   Assist with the maintenance of the Quality Assurance System.

1.6   Assist in ensuring all correspondence, forms, and letters are retained and updated as required.

1.7   Prepare monthly statistics for Technical Assessments.

1.8   Collate stationery and publications orders

1.9   Maintain and update the iMIS Database and the Technical Resources section of the SELECT website

1.10   Ensure that there are adequate supplies of certification materials, completing stationery orders as necessary.

2.   Certification Scheme Administration

2.1   Receive and process application form, enter them onto SBSC /SELECT Cert database (as appropriate), check qualifications and follow up for additional data as needed.

2.2   From the SBSC/ SELECT Cert database; produce letters and allocate registration numbers and passwords.

2.3   Provide telephone support for all Certification issues.

2.4   Download from the SBSC database/ SELECT Cert dashboard the details of certificates submitted, and provide quarterly statistical reports for BSD, the Scheme Manager, and Head of Certification.

2.5   Provide administration of scheme renewals, issue invoices and paperwork for Approved Bodies and Approved Certifiers to confirm their details, track responses, and follow-up where required.

2.6   Monitor Approved Certifiers' qualification periods, referring to the SELECT Training Function for renewal training as required to ensure continuity of registration.

3. Reception Support

3.1 Provide support to Reception to ensure adequate cover for lunch and tea breaks.

3.2 Adhere to the Reception rota at all times.

3.3 Provide additional support in case of emergency e.g. unexpected absence.

4. To act always in accordance with SELECT's Shared Values and Customer Service Standards.

SELECT

Person Specification
Technical Services Administrator

CRITERION	ESSENTIAL	DESIRABLE
Minimum SVQ in office administration or equivalent experience	X	
Experience in a customer focused administrative role within a medium sized organisation	X	
Exceptional communication skills	X	
Consistent approach to ensure work is delivered to a high standard, with particular attention to detail	X	
Ability to work as part of a team or on one's own	X	
Ability to work under pressure	X	
Ability to interact with a diverse range of individuals	X	
Ability to strive for quality	X	
Ability to maintain high levels of confidentiality	X	
Excellent administration skills	X	
Excellent data management, analysis, and reporting skills	X	
MS Office applications (Word, Excel, Outlook)	X	
Experience of using bespoke database systems		X