

## SIAS Administrator

Job Title:	Administrator	Reporting to:	Head of Operations
Department:	SIAS	Direct Reports:	None
Key Contacts:	SIAS Team SIAS EPA's Employers Training providers	Location:	Office
Date Created	Jan 2023	Date Revise:	Jan 2023

### Job Purpose

To provide admin support to the Operations team and SIAS leadership team. This is a key customer facing role within the business and the administrator will be a key point of contact for our external customers.

### Key Accountabilities

- To provide first level customer service for customer and internal enquiries via telephone, e-mail, and teams.
- To manage the Admin and Info central email inboxes, working effectively and timely against tight SLA's.
- To be responsible for setting up new providers on EPA Pro.
- To support the administrative function for SIAS, which includes support for assessment scheduling, EPA's, liaising with employer and the training provider staff as required.
- To provide support to all customers on the EPA Pro system across the whole learner journey.
- To lead on tracking apprentice registrations and prepare and send out CEL's and trackers to all new customers timely, monitoring and reporting back in the monthly Operations meeting.
- To manage CEL/Log inventory and printing.
- To support the operations team with management of RA/TE during the induction process, receiving applications, booking in inductions, issuing registration numbers, and updating EPA Pro system Maintain along with leading on this activity during team absence to support business continuity.
- To send out apprentice/employer feedback forms and feedback to Head of Operations on trends.
- To provide administration support for the SIAS Managing Director and the SIAS Leadership team. This will include support with expenses, travel, accommodation, organisation of SIAS external functions, printing/scanning documents and diary management.
- To work to the highest high level of quality and integrity, remaining compliant with all SIAS policies and processes.



## Knowledge Skills and Qualifications

- Experience of working within an administrative role.
- Level 2 Qualifications in English & Maths (essential).
- An organised and methodical approach to work, evident through experience.
- Ability to respond to frequent demands of multiple customers (internal and external).
- Excellent IT skills including Excel, PowerPoint & Outlook.
- The ability to work to tight deadlines.
- An effective communicator at all levels.
- Adaptable, with the ability to adjust working style to suit the needs of different target audiences.
- The ability to work in an evolving business environment, at pace and with quality.
- Respond positively to change, contributing own ideas to achieve business aims.
- The ability to work independently and effectively.
- Reliable, trustworthy, committed, friendly and flexible.
- Enhanced DBS check required

## Language Guide

**SLA** – Service Level Agreement

**EPA** – End Point Assessment

**EPA Pro** – System used within SIAS

**TE's** – Technical Expert

**RA's** – Registered Assessor

**CPD** – Continual Professional Development

**NOTE:** This job description is not intended to be all inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.

