

	Job description: Qualification Administration Coordinator
Reporting to:	Qualification Administration Team Leader
Responsible for:	NA
Team:	Qualification Service (QS)
Department	Qualification Administration
External contacts:	Centre tutors and managers Centre administrators/exams officers Candidates
Purpose:	To provide seamless administration support to the qualification service team, contributing to its smooth operation. To coordinate all administrative tasks related to a CPCAB centre's journey, from applications and approvals, through to registrations and certification. To play a valuable role in maintaining an organised and efficient work environment and contributing to the overall success of the team and organisation.

Responsibilities:	
	<ul style="list-style-type: none"> • Coordinate centre and qualification approval processes for regulated and tailor-made qualifications and CPD endorsement. • Coordinate the tutor CV approval process. • Coordinate annual centre declarations and annual practicing certificate processes. • Coordinate the annual documentation update process and website updates/maintenance. • Monitor live centres and support deregistration processes where required. • Coordinate the candidate registration process. • Coordinate the candidate certification process. • Maintain the accuracy of CPCAB Portal data and respond to centre and staff queries regarding CPCAB Portal processes. • Coordinate registration form processes. • Escalate issues regarding any QS administration processes to the Qualification Administration Team Leader. • Maintain tracking and monitoring systems relating to QS admin processes. • Support the compiling of reports relating to QS admin processes. • Handle tutor/centre/candidate enquiries via all communication channels, and refer to appropriate team members. • Attend committees and meetings relevant to the post.
Contingency	Qualification Administration Coordinators Qualification Administration Team Leader
To meet the needs of the business this job description may be updated or amended, and the individual working in this role will be required to complete all reasonable duties as would be expected with this type of role, as directed by a manager.	

Person Specification

Criteria	Essential	Desirable
Excellent administrative and organisational skills	✓	
Ability to coordinate projects, liaise between teams and prioritise resources	✓	
Ability to work independently and as a member of a team	✓	
Strong IT skills including the ability to use IT to collaborate on documents and communicate with internal and external contacts	✓	
Good interpersonal and listening skills	✓	
Excellent verbal and written skills	✓	
Attention to detail	✓	
Understanding of current counselling landscape and regulatory bodies		✓
Demonstrate exceptional standards of confidentiality and integrity	✓	
Flexible and approachable	✓	

This job description links to responsibilities under the following General Conditions of Recognition:

A4, A6, A7, B3, B4, B5, B6, B7, C2, D5, D7, F1, F3, G5, H6, I3, I4