

## **JOB DESCRIPTION**

**JOB TITLE:** **CERTIFICATION ASSISTANT**  
Reporting to: Deputy Head of Customer Support  
Term: Permanent

## **JOB PURPOSE**

- To publish, print and dispatch certificates across the Group
- To provide a customer-focused professional and helpful service to all customers

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To publish, print and dispatch Skills and Education Group Awards certificates
2. To publish, print and dispatch BIIAB Qualifications Limited certificates
3. To provide certification cover for our Quality Licence Scheme provision
4. To maintain a log of all printed and dispatched certificates and provide data as required
5. To provide advice, guidance and support to customers in relation to certificate queries
6. To monitor and maintain the eCertificate Outlook mailbox
7. To ensure the effective and efficient control of information and data in line with GDPR requirements
8. To deliver excellent customer service to internal and external customers/stakeholders
9. To log and report any customer complaints to the Deputy Head of Customer Support
10. To support colleagues with the identification and conversion of new business
11. To manage own workload, under the direction of the Deputy Head of Customer Support
12. To log and report feedback from centres to the Head of Customer Support
13. To ensure all activities are carried out in accordance with published Service Level Agreements and Key Performance Indicators (KPIs)

The above duties are not exclusive or exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Deputy Head of Customer Support.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective operation of the Company.

## **OTHER DUTIES**

1. To ensure awareness of and compliance with all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.
2. To exercise proper care in operating, handling and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
3. To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods.
4. To participate in the Company's appraisal process and to undertake appropriate training/ development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
5. To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
6. To present an appropriate professional image on official Company business.

## **TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by Skills and Education Group.