

**Job Title:** Processing Manager

**Location:** Eastleigh, Hampshire

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors.

As a market leader in the creative industries, VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners and apprentices.

As the world changes, so too do the requirements of education and VTCT plays a vital role in enhancing vocational and technical education standards, championing this work in UK parliament, being a voice for the education of the next generation, not just in the UK, but globally. With a strong vision and an experienced leadership team, we have created an environment ready to embrace the challenges of a new era for the organisation. Our ambitious five-year corporate strategy gives us a strong position from which to find team players ready to join us on this exciting journey.

Reporting to the Head of Qualifications and Processing, the Processing Manager will manage a range of administration functions including learner enrolments, certification, centre approvals and quality assurance for approved assessment and examination centres.

The successful candidate will be based at our Eastleigh office in Hampshire.

Principal Responsibilities include:

1. Manage the Processing Department and all functions of registration, enrolment, reasonable adjustments, certification, and other administrative functions required to provide an excellent service to customers.
2. Build and maintain a high performing team, by ensuring that the team is focussed, motivated and inspired to achieve team objectives and deliver an excellent service to customers.
3. Manage the learner data processes with guidance from senior colleagues.
4. Take responsibility for planning and delivering a prescribed budget for own department.
5. Manage performance improvement initiatives and measure outcomes.
6. Manage, track and attend to multiple processing tasks and monitor the team to ensure that service delivery is excellent.
7. Hold people accountable to standards of performance both in terms of capability and attitude to work and providing a service to customers.
8. Set expectations and design processes and procedures which will enable VTCT to provide a robust and efficient administration service to customers.
9. Provide high levels of proactive customer support and advice to existing and potential customers on own initiative and as directed by line manager, including ensuring that the team develops an excellent understanding of ITEC and VTCT products and services.
10. Prioritise, review and develop procedures for processing registrations, enrolments and

certificate claims to ensure accuracy and efficiency.

11. Monitor and manage the continuous update and maintenance of records and data contained in relevant information systems and databases, ensuring data is accurately entered by the administration team and corrected when necessary.
12. Assist in any regulatory audit activity to ensure compliance of the organisation.
13. Recommend ways to improve support for operations by changing processes and practices.
14. Work collaboratively within the wider Academic Division and with the finance team to deliver strategic objectives.

The successful candidate will have:

- Excellent organisational, administrative and management skills
- Excellent customer service communication skills through all communication media (oral, written etc.)
- Excellent attention to detail
- High level of IT skills
- Flexible in approach
- Ability to draw conclusions from diverse evidence
- Experience of management in a complex administration environment
- GCSE grade C (or equivalent) in Maths and English or Level 2 Key Skills / functional skills / literacy / numeracy

It would be desirable for the successful candidate to have:

- Degree level education
- Experience of working in a regulated sector

Based in our Eastleigh office, this full-time post attracts a generous package of terms and conditions including 25 days holiday per annum and a group stakeholder pension.

**If you wish to apply for this exciting opportunity, please send your comprehensive CV including full work and educational history to [recruitment@vtct.org.uk](mailto:recruitment@vtct.org.uk)**

**Closing date: midday on 12 February 2019.**

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Digital Assess Software Ltd which is a wholly owned trading subsidiary of VTCT; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.