



## **Quality Support Administrator (Apprenticeship)**

**Contract term: Permanent, Full-Time**

**Hours: 37 hours**

**Location: ALS Head Office, Ocean Park House, Cardiff.**

**Salary: £20,500 rising to £23,000 per annum pro rata (Grade 3).**

### **Who we are:**

ALS Training is a leading provider of training, learning and development solutions with over 2,000 Apprentices in learning each week. We design, deliver and evaluate a comprehensive range of training and development solutions to service both employers' and employees' and their individual needs.

### **What you'll do:**

We are looking for a passionate individual to provide full administrative support to the Quality function at ALS.

The role will be based at ALS' Head Office, Ocean Park House, Cardiff.

ALS is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

### **What we offer:**

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

## **What you are responsible for:**

- To liaise with colleagues from the Quality team and other functional teams to register learners with Awarding Organisations.
- To ensure all course outlines are maintained and up to date on the website and for print.
- Booking CII Examinations
- Ordering CII Books
- Uploading CII Aspire Applications to CII
- Updating CII Tracker
- Uploading learner information and certificates to ACW/ACE website in order to claim frameworks.
- Assisting Qc Helpline (claiming certificates,) and booking ESW assessments through the examinations inbox whenever required.
- Supporting the administration of commercial training.
- General administration duties.
- To adhere to and promote ALS's environmental practices.
- Any other duties as requested by your Coordinator or Manager, which may be necessary from time to time.

## **Personal and other duties and responsibilities:**

- To actively keep updated with the company's services and programmes.
- To develop yourself by attending courses, meetings, training events, workshops and seminars, in order to not only develop yourself but also the company.
- To demonstrate clear written, verbal and digital communication skills including report writing skills.
- To be highly self-motivated and organised.

- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display **ALS** core values at all times.

## Person Specification

### What we are looking for:

	Assessment Method		Essential	Assessment Method		Desirable
<b>Experience</b>	<b>A</b>	Application/Interview	Experience of using IT systems such as Microsoft Office.	<b>A</b>	Application/Interview	
	<b>B</b>	Application/Interview	Experience of working within teams.			
<b>Qualifications &amp; Knowledge</b>	<b>A</b>	Application/Certificate verification	Knowledge of Microsoft Office.	<b>A</b>	Application/Certificate verification	Minimum of 3 GCSEs/Digital Literacy or ICT Essential Skill.
<b>Skills &amp; Attributes</b>	<b>A</b>	Interview	Able to communicate effectively to a variety of participants by telephone, in person and in writing.	<b>A</b>	Interview	Welsh speaker
	<b>B</b>	Interview	Problem solving			
	<b>C</b>	Interview	Attention to Detail			
	<b>D</b>	Interview	Project Management			
	<b>E</b>	Interview	Familiarity with office management procedures			
	<b>F</b>	Interview	Well organised and punctual.			
	<b>G</b>	Interview	Reliable, respectful, confident and well presented.			
	<b>H</b>	Interview	Team player with ability to work on own initiative.			

	<b>I</b>	Interview	Willingness to undertake training to upskill in relation to your role and business needs.		
<b>Personal Qualities</b>	<b>A</b>	Interview	To display ALS core values.		
<b>Other</b>	<b>A</b>	Interview			

**Have you got what it takes?** <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=1489-26F1BCDA-2297-4057-B144-E46002AEEBAB&VacancyID=22789-B2B1F8FE-962B-4D68-8D6A-82FFC1BEC48A>