



## **NVQ Administrator**

3B Training is a multi-accredited training provider delivering health and safety training courses across the UK and online. We predominantly target businesses within the UK construction industry, offering high-quality courses which can be delivered in a range of formats.

We pride ourselves on being a genuinely great place to work and aim to be world class in everything we do! We live by our core values which are Be Your Best, Be Smarter and Be Honest.

Our employees are at the heart of our business and our ambitious growth plans make 3B Training an exciting company to be part of.

We are looking to appoint an NVQ Administrator at our Wigan office, the main purpose of this role is to support the NVQ Team and assist in providing a seamless customer experience.

### **Key Duties & Responsibilities:**

- Process NVQ bookings and ensure the CRM system is updated at all stages with accurate note logging. Where appropriate, take details for enquiries and pass onto the Business Development team
- Register and enrol learners onto their NVQ with the relevant awarding body
- Develop a rapport with assessors, learners, and clients, ensuring all are contacted for feedback, logging this in line with company process
- Understand the NVQ learner journey and provide support to learners, responding to any queries, complaints and/or compliments, identifying any potential issues and raising as necessary
- Process paper-portfolios and ePortfolios, ensuring these are stored securely
- Process all paperwork, including certificates, in line with GDPR and company policy
- Ensure 3B company processes and procedures are always adhered to
- Demonstrate the core values in your behaviours
- Complete any other administrative duties as required

### **Essential Skills & Experience:**

- Experienced in using MS Office Suite including Excel & Word
- Organised with ability to manage own workload and work to deadlines
- Ability to operate and maintain systems and procedures to a high standard of accuracy with attention to detail
- Excellent written and verbal communication skills

### **Desirable Skills & Experience:**

- Experience in a similar role would be advantageous
- Knowledge of the training industry

