

<b>Role Title</b>	<b>Operations Technical Coordinator</b>
<b>Reports to</b>	Operations Manager
<b>No. of direct reports</b>	N/A
<b>Full / Part Time</b>	Full Time (or part time where existing colleague)
<b>Grade</b>	C2
<b>Location</b>	Office based: Wakefield / London / Burntwood
<b>Updated by</b>	Anthony Atkinson
<b>Updated on</b>	October 2024

*Helping people, organisations and economies develop their skills for growth*

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We are a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM (Institute of Leadership Management), Intertrain, Kineo and The Oxford Group.

### Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Job Summary

You will work cross-functionally within the operations team to ensure the efficient end-to-end delivery of our products, services and initiatives. To achieve this, you will be delivering, maintaining, and supporting key projects to a high standard of quality and to agreed SLAs and KPIs.

You will play a key role in the full lifecycle of a qualification; from product build to assessment through to results and certification. This will ensure all results are delivered on time, for all qualifications, with a focus on high stake series in autumn, spring and summer.

You will have strong technical knowledge in relation to the systems and processes within the operations team, providing expertise and guidance on the resolution of system, data and service queries.

#### **Master data**

The build, quality assurance and integration of product, customer, vendor, and assessment master data across the various platforms used within City & Guilds.

#### **Data and systems**

Ensuring data integrity across our systems. As an Operations Technical Coordinator, you will be supporting the successful flow of data between systems e.g., our e-assessment, grading engine, SAP and customer facing portals. You will also be identifying issues through middleware including use of BAM (Business Activity Monitoring) to ensure learner results are delivered correctly and on time.

#### **Offshore services**

The build and quality assurance of online exam content as well as other offshored activity including centre / vendor master data.

#### **Results processing and data management**

You will enable our order, results and qualification processing functions to perform efficiently and ensure results/qualification conferrals are issued on time within KPI.

Working collaboratively across operations you will perform analysis of data in SAP, interrogate systems and apply data correction so that results are validated and fulfilled.

### **Working arrangements**

This is an office-based role, with an expectation to work from your designated hub.

During peak periods, such as our key exam and results seasons, colleagues are expected to provide additional support, which may include overtime or weekend work. We value flexibility and a collaborative spirit; all team members are encouraged to demonstrate a commitment to our collective success and adapt to the needs of the business.

Occasional travel may be required to attend meetings or workshops at other office locations.

### **Positive working behaviours**

We strive to create a positive, customer-focused working environment where collaboration, respect, and open communication thrive. We encourage all colleagues to:

- Prioritise customer focus by engaging with colleagues and centres in a way that prioritises their needs and expectations, fostering positive relationships and delivering exceptional service.
- Embrace office-based teamwork by working collaboratively, supporting one another and sharing knowledge to achieve common goals.
- Exhibit professionalism by demonstrating reliability and accountability in all tasks, maintaining a high standard of work.
- Encourage open communication by sharing ideas, feedback, and concerns openly, contributing to a culture of transparency and trust.
- Adapt and innovate by being open to new ideas and adaptable to changing circumstances, helping to drive continuous improvement in our practices.
- Respectful engagement by acknowledging and supporting decisions made by leadership, understanding that differing opinions are natural. Embracing these decisions professionally help maintain a positive and collaborative work environment.

By embodying these behaviours, we create a vibrant and productive office-first culture that not only supports our team's success but also enhances the experiences of those we support.

## What you'll be doing

### Role Specific

- Take responsibility for the accurate build and maintenance of product master data to enable their integration across the SAP systems to ensure effective sales order processing.
- Set up and maintain all master data for eMarking and related systems, including SAP, to ensure effective integration and results processing and order fulfilment across all delivery and marking platforms.
- Monitor data flow integrity across our systems and identify issues, exceptions and errors through middleware including use of BAM (Business Activity Monitoring) and escalating where appropriate.
- Work with internal stakeholders to support the testing of new SAP and assessment delivery platform functionality.
- Support the Operations Managers with the production of data services information reports for T Levels and other required products/services to ensure they are provided as required to Department for Education / Institute for Apprenticeships and Technical Education.
- Support with the build and quality assurance of online exam content as well as other offshored activity including centre / vendor master data.
- Support the team in the effective control of our exam and results service to achieve key internal and external KPIs and stakeholder satisfaction.
- Take responsibility for end-to-end exam marking processes through both online and e-marked platforms, working in collaboration with assessment teams.
- Interrogates the system effectively and efficiently to understand where exam and assessment results are, and how to get them through the system to meet target release dates.
- Runs and manages daily reports to understand current position and proactively effects processing of results and qualification certificates are conferring as expected.
- Manage and resolve complex exceptions.
- Routine technical issues analysed, and solution applied as necessary
- Analyse and prepare data on exams that are in an unknown state (i.e., centre return) and sharing this with the Operations Administrators daily for them to establish contact with centres.
- Contributes to the UAT of new SAP developments.

### Individual Responsibilities

#### Operational Delivery

- Monitor data flow integrity across our systems, identifying issues, resolving them and escalating where appropriate.
- Work with internal teams to carry out and support the testing of data flow to ensure completeness and accuracy of set up.
- Provide support to the teams in their day-to-day use of marking platforms and related systems.
- Proactive and effective resolution of service tickets within KPI.
- Escalate service tickets that may indicate a significant issue or incident.
- Regular review of shared email inboxes throughout the day, providing timely resolution.

- Take responsibility for the maintenance, update, and communication of all documentation related to the service including process maps, work instructions, SOPs, configurations, etc.
- Support with the production of information reports for reporting purposes.
- Work collaboratively across the team to ensure clear understanding of processes between exams, results and system data flows, ensuring results are delivered on time.
- Attend and participate at internal and external stakeholder meetings.
- Ensure all activities are carried out in line with data confidentiality and in compliance with GDPR (General Data Protection Regulation).
- Identify potential non-compliance issues in line with processes, escalating where necessary.
- Support the teams in the effective control of our data to achieve key internal and external KPIs and stakeholder satisfaction.
- Identify, investigate and report on trends.
- Take accountability for proactive and effective problem solving.
- Contribute to internal and external audits, as required.
- Attend meetings as a representation of the operations team, in place of or alongside managers as appropriate.
- Provide support with incidents as and when required.
- Support the completion of Root Cause Analysis (RCA) in response to Incidents and significant issues.

### Continuous Improvement

- Take individual accountability and responsibility for continuous improvements.
- Showcase improvements made to the wider operations team.
- Identify opportunities and make recommendations for improvements.
- Able to support continuous improvement related projects and prioritise workload to meet realistic timeframes given.
- Use systems, process and procedures knowledge to train and enhance skills and competencies of other members of the team.
- Act as a buddy and support the training and upskilling of other members of the team.
- Actively take accountability and ownership for own development and upskilling in line with role requirements e.g., Excel, Word, PowerPoint, MS Forms, MS Lists, Power Automate, Visio and Power BI and Jira etc.

### How success will be measured

- Continually living by our values of *Inspire, Improve, Achieve* and *Trust*.
- Provide a high level of expertise and accuracy in the creation and maintenance of product and examination related data.
- Regular communication with stakeholders to exchange relevant information and project activity updates.
- Consistent achievement of KPIs and SLAs.
- Reduced margin of error through effective quality assurance measures.
- Ensure accurate and on time results through data flows.
- Ability to work on multiple projects simultaneously whilst understanding priority and delivering to agreed SLAs and targets.
- Maintain positive and proactive working relationships across the business and provide colleagues with help, support and cover, as required.

### What we're looking for

### We can't live without...

- Technical understanding of systems for master data, data integration, data processing (e-assessment platforms, SAP, marking platforms, vendor databases, grading engines etc), for e-assessment and marking engines.
- Consistent achievement of SLAs, KPIs and service requirements.
- Competent in working with data qualitatively from multiple sources.
- Knowledge of data protection and confidentiality requirements related to sensitive commercial and personal data (learner and associate data).
- Able to plan, organise and prioritise own work.
- Ability to effectively manage relationships.
- Broad understanding of standard applications (Excel, Word, PowerPoint, MS Forms, MS Lists, Power Automate, Visio and Jira) and a willingness to learn how to reduce manual burden through integration and/or automation.
- Excellent communication skills and problem-solving abilities.
- Being proactive, self-motivated and flexible.
- Critical thinker with a focus on high quality outputs.
- Can-do attitude with a drive to succeed.
- Ability to plan your own work without significant direction and be able to work to strict deadlines and meet targets.

### We would love you to have...

- Understanding of the various City & Guilds platforms and the data integration across them (e.g., SAP, BizTalk, Walled Garden, E-volve, MyMarkis, Assessment Performance Analysis (APA), Grading Engine (GE), Moderation Portal, Learning Assistant (LA), etc.).
- Understanding of middleware and monitoring applications such as Business Activity Monitoring (BAM).
- Knowledge of products and services offered by City & Guilds.
- Expertise in the creation and maintenance of data.
- Experience in analysing complex data and identifying the best resolution path.

## The way we prefer to work

### Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness.
- Being curious about other people and teams.
- Understanding how the organisation operates and your role in it.
- Being honest and respectful in communications.
- Creating a feeling of belonging.
- Driving inclusivity and diversity locally.
- Paying attention to your and others' wellbeing.

### Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win.
- Seeking input from others and using it.
- Expressing yourself clearly and consistently.
- Engaging people so that they get on board.
- Trusting and supporting people.

### Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding.
- Making things easy.
- Being responsive and proactive to what customers want.
- Making sure that things are high quality and always improving.

**Do what you say you are going to do**

Being consistent in delivering on promises. This means:

- Starting with a positive intent.
- Setting clear expectations.
- Taking personal ownership to deliver on your own commitments and supporting others to do the same.
- Holding yourself and others to account for delivery against those expectations.
- Being conscientious and driven.

**Proactively find and take new opportunities**

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility.
- Always stepping up to get involved.
- Being brave and bringing challenge to colleagues in order to make things better for our customers.

**Welcome feedback and continuously learn**

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn.
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop.
- Giving feedback openly and honestly.
- Being aware that your own ideas may not be perfect, and your perceptions can change.
- Be open about mistakes and use them to learn.
- Be comfortable with ambiguity and not knowing everything.