

Performance & Development Administrator

Your purpose

The Performance & Development Administrator is responsible for providing efficient administrative support across learning, development and qualification activities. The role ensures training events, learner records, qualification processes and reporting activities are coordinated accurately and effectively, whilst supporting colleagues to navigate AQA certification requirements and processes.

You will be responsible for:

- Coordinating the administration of learning, development and qualification activities across the organisation.
- Maintaining accurate learner, training and qualification records across organisational systems.
- Allocating, monitoring and recording online learning and training programmes.
- Managing training communications, attendance records, learner feedback and certification activity.
- Coordinating training events, including venue bookings, resources and learner communications. Managing and responding to queries received through the Learning inbox, ensuring timely and appropriate resolution.
- Producing reports and management information for internal stakeholders to support compliance, Ofsted inspections, performance and decision-making.
- Administering the AQA Unit Award Scheme process, ensuring learner achievements are recorded and processed accurately.
- Reviewing and processing AQA documentation, learner claims and certification records in line with agreed procedures.
- Supporting services and operational teams to understand AQA requirements, documentation and submission processes.
- Managing the receipt, tracking and distribution of AQA certificates.
- Conducting routine data quality checks and supporting audit and compliance activities.
- Building effective working relationships with internal stakeholders, external providers and awarding bodies.
- Raising and processing purchase orders for supplier goods and services through the Planergy system.

To be successful in this role you will require the following...

Qualifications:	• GCSEs (or equivalent) in English and Maths. • Business Administration, Learning & Development or related qualification desirable.
Knowledge & Experience:	• Experience working within an administrative role. • Experience maintaining accurate records and databases. • Experience supporting multiple activities and priorities simultaneously. • Experience within Learning & Development, People Operations (HR) Education or Training environments desirable. • Experience of qualification or certification administration desirable. • Knowledge of AQA Unit Award Scheme processes desirable.

Technical & People Skills:	• Strong organisational and administrative skills. • Excellent attention to detail and accuracy. • Good Microsoft Office skills, particularly Excel, Word and Outlook. • Ability to produce clear and accurate reports. • Strong verbal and written communication skills. • Ability to build positive working relationships with internal and external stakeholders. • Ability to prioritise workloads and work to deadlines. • Comfortable working independently and collaboratively. • Ability to learn and utilise new systems and technologies.		
Impact & Influence	• Professional and customer-focused approach. • Proactive and responsive in managing workload and priorities. • Flexible and adaptable to changing business needs. • Committed to delivering a high-quality service. • Positive ambassador for learning and development across the organisation. • Maintains confidentiality and handles sensitive information appropriately.		
What are the key role dimensions?			
Reporting to:	Performance & Development Team Leader		
Your job grade:	TBC	Job Location:	Syston / Remote
Financial/budget responsibility:	None		
Your people responsibility:	None		
Your key stakeholders:	Learning & Development Team, Trainers, Assessors, Head of Centre, Service Managers, Operational Teams, AQA, External Providers		