

## Work Experience role profile

Role Title	Quality trainee
Department	UK Sales – Quality
Business Unit	City & Guilds
Location	Wakefield, WF1 2UN

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

### Our values

Our values **Imagination**, **Integrity** and **Leadership** 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 the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Role purpose

To provide administrative support to Director of UK Sales & Customer Services and senior managers so as to ensure smooth running of the department at all times.

### What you'll be doing

1. Communications management
2. Territory office administrative support
3. Processing of Qualification Consultant payments
4. Assist with the invigilation and organisation of tests

### What you'll learn

1. **Communications**
  - How to make, receive and transfer all calls appropriately to make sure both internal and external customers receive the best service possible
  - The departments/team roles and responsibilities and how to communicate these effectively to customers.

**2. Territory office administrative Support**

- How to Process Centre Update Forms and submit Qualification Approvals onto the our Customer Relationship Management (CRM) system
- The process behind solving queries belonging to sales and quality colleagues when they are unavailable

**3. Processing of Qualification Consultant payments**

- How to calculate weekly total of all Consultant fees and expenses to be sent to Quality Team Manager
- To be fully familiar with the Qualification Consultant (QC) fees and expenses guidance notes in order to carry out tasks in line with policies

**4. Assist with the invigilation and organisation of tests**

- To understand the requirements of a secure testing environment and show and assist with the delivery of four examinations efficiently.

**What we're looking for**

**We can't live without you being...**

- Curious (Imagination)
  - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
  - Keen to learn
- Collaborative (Integrity)
  - A team player who enjoys being part of the team, supporting and leading as needed
  - Shares knowledge and expertise
- Compassionate (Integrity)
  - Thoughtful, compassionate and human in their dealings with people
  - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
  - Confident in the face of push back and challenge from others
  - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
  - Motivated to get things done and make them better
  - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
  - Goes the extra mile for internal and external customers
  - Takes ownership and accountability

**We would love you to have...**

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- Ability to work within a team
- Strong communication (oral and written)

- Ability to work to agreed timescales

