

## Job Description

|                   |  |                |   |
|-------------------|--|----------------|---|
| <b>Job Title</b>  | Service Innovation – Chartered Assistant   | <b>Grade</b>   | 1 |
| <b>Department</b> | Service Innovation                         | <b>Reports</b> | 0 |
| <b>Reports to</b> | Service Innovation Team Leader – Chartered |                |   |

## Our Values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

## Main Purpose of the Role

Provide consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and KPI's. Provide effective administration of APM chartered-related activity, ensuring smooth information flow between key stakeholders.

## Dimensions & limits

Completion of tasks and activities as defined in relevant procedures and work instructions. Effective use of systems and processes. Contribute ideas to improve efficiency.

## Key Relationships

### Internal

- Other Service Innovation teams, PS, Finance, Membership, IT.

### External

- Applicants, Corporate partners, assessors and other key stakeholders.

## Career Development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events
- Our fantastic knowledge share calendar of events enables colleagues to share their

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Role: Service Innovation – Chartered Assistant

Version: 4

Date: January 2023

knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths

- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions

## Key responsibilities / accountabilities

### Administration

- Archive Chartered-related documentation in conformance with APM's Retention Policy
- Provide administrative support to the Chartered Team Leader
- Accurate maintenance of database and paper records
- Ad hoc duties within scope of role and sphere of influence

### Customer Service & Communication

- Effectively respond to all queries related to the APM Chartered standard via e-mail, web chat and phone, in line with agreed SLAs for response times. Provide consistently high levels of customer service to all stakeholders.
- Communication with ChPP assessors to assist in coordinating assessor availability for both written submissions and interviews.

### Processes & Procedures

- Apply robust operating procedures for the administration of ChPP processes, both for UK and overseas candidates, including the review and processing of applications, supporting the end-to-end process from application submission to issuing of results, handling of any feedback.
- Pro-actively seek out business and process improvement opportunities.
- Efficient coordination of the Panel processes.

## Key Performance Measures

- Administrative tasks are completed accurately and in a timely manner
- Application processes are well organised in line with agreed SLAs
- Timely management of the setting up of interviews.
- Evidence of a proactive approach and tracking against targets
- Liaison with key internal stakeholders to ensure events run smoothly and a positive customer experience
- Documents are archived and referenced in line with policy accurately
- All queries are responded to within current agreed SLAs
- Stakeholder feedback
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## Key Performance Measures

- Process and standard implementation
- Identifications and implementation of proposed improvements
- Communicate politely and clearly with ChPP assessors via email and over the phone
- All correspondence recorded on the database
- Written submissions are sent to assessors in line with the agreed SLAs.
- Delivery to specified requirements and deadlines

## Person Specification – Service Innovation – Chartered Assistant

| Attribute      | Essential  | Desirable   |
|----------------|--|---|
| Qualifications | <ul style="list-style-type: none"> <li>• GCSEs including Maths and English or equivalent</li> </ul>  |   |
| Experience     |  | <ul style="list-style-type: none"> <li>• Experience within a customer services role with effective communication skills via e-mail, telephone and web chat</li> </ul> |
| Knowledge      | <ul style="list-style-type: none"> <li>• Minimum intermediate level Microsoft Office and database IT skills</li> </ul>   |   |
| Skills         | <ul style="list-style-type: none"> <li>• Strong time management and organisational skills</li> <li>• High degree of attention to detail and accuracy</li> <li>• Strong communication skills - both verbally and in writing - to effectively communicate with a range of stakeholders</li> <li>• Good problem-solving skills</li> <li>• Relationship building skills – developing and maintaining good relationships with customers and colleagues</li> </ul> |   |

|                        |   |  |
|------------------------|---|--|
| Behaviour / competency | <ul style="list-style-type: none"> <li>• Strong communication skills</li> <li>• Concern for accuracy</li> <li>• Customer focus</li> <li>• Time management and organising</li> </ul> |  |
|------------------------|---|--|