

# Role Profile:

## Accreditation Scheme Administrator

<b>Role title:</b> Accreditation Scheme Administrator	<b>Responsible to:</b> Projects and Product Manager
<b>Team:</b> Membership and Communications	<b>Direct report:</b> N/A
<b>Purpose of Role:</b>  <p>The accreditation administrator is integral to the smooth and efficient running of the <i>Great Workplaces by BVA</i> accreditation scheme. This role involves coordinating the application process, maintaining accurate records, liaising with and supporting the accreditor team, providing support to customers, and ensuring the smooth delivery of the scheme.</p>	
<b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>• Act as a point of contact for enquiries about <i>the Great Workplaces by BVA</i> accreditation scheme.</li> <li>• Process expressions of interest, new clients, renewals, and assessments in line with scheme requirements.</li> <li>• Maintain an up-to-date and accurate database of accreditation customers and prospective clients.</li> <li>• Liaise with scheme accreditors, participants, and internal teams to coordinate activities and accreditation schedules, and manage diaries.</li> <li>• Monitor deadlines and ensure timely communication with workplaces and the accreditor team.</li> <li>• Support reporting, evaluation, and continuous improvement of the scheme.</li> <li>• Build and maintain effective working relationships with key internal and external stakeholders, including BVA officers and staff, members, clients, and accreditors.</li> <li>• Establish mechanisms for collecting and disseminating client feedback to enhance customer service and delivery.</li> <li>• Maintain accurate records, databases, and documentation.</li> <li>• Manage the accreditation scheme survey, supporting clients and ensuring prompt, accurate sharing of results with assessors (ensuring GDPR standards are upheld).</li> <li>• Provide the wider marketing, communications, and membership teams with ad hoc administration support.</li> </ul>	

## Person specification

### Knowledge, skills, and expertise

#### Essential

- Proven experience in an administrative role.
- Strong organisational and time management skills, with the ability to prioritise competing demands.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and general IT systems.
- Experience in budget tracking, procurement, or financial administration.
- Experience maintaining accurate records, databases, and filing systems.
- Ability to draft professional correspondence, reports, and meeting minutes.
- Experience supporting senior managers, teams, or projects.
- Demonstrated ability to work independently with minimal supervision.
- Strong problem-solving skills and attention to detail.
- Flexible and adaptable, with a proactive mindset.
- Team player who builds strong working relationships

#### Desirable

- Experience in a similar role within a charity, membership, public sector or not-for-profit organisation.