

Job Description

Job Title:	Digital Academy Administrator
Responsible to:	Professional Development Operations Manager
Job Purpose:	To oversee the quality of the user experience for members and delegates on the IoD's ground-breaking Digital Academy platform.
Key objectives/ responsibilities:	<ul style="list-style-type: none"> • Act as the first line of support for all Digital Academy users – effectively troubleshooting any access issues • Manage the customer support ticketing system – ensuring that all tickets are responded to in a timely manner and prioritised depending on urgency/importance • Liaise closely with the Examinations Coordinator to resolve exams related tickets received via the Digital Academy in a timely manner • Work closely with franchise partners and the point of contact for in-company clients to ensure their delegates also receive the best user experience possible • Create and maintain accurate data in CRM • Support the wider Client Delivery team with processing course and exam booking forms, reporting and invoicing as required • Liaise with Finance on invoice queries and credit control issues as required • Conduct user acceptance testing during scheduled upgrades to the Digital Academy platform • Flag any reported technical difficulties to the IT department • Escalate any complaints received to the Operations Manager in a timely manner • Raise awareness of the features and benefits of the Digital Academy platform amongst IoD internal and external stakeholders, ensuring the DA guide, FAQs and any other support tools are up to date • Assist with the set up and clear up of courses run at our premises as required • Liaise with the Operations Manager and relevant stakeholders to further improve the customer journey of the Digital Academy • Support the wider client delivery team as needed during leave and busy periods, as required.
Key Relationships:	<ul style="list-style-type: none"> • Digital Academy users including members and delegates • Franchise partners • In-Company clients • Client delivery team • Sales team • Content team • Finance team
Hours:	Monday to Friday, 9am – 5pm
Location:	116 Pall Mall, London

Person Specification

<p>Key Personal Attributes</p>	<ul style="list-style-type: none"> • Has a positive and professional attitude, demonstrating the values and ethics of the IoD • Be client-focused with a passion for providing a high-quality customer experience • Is well-presented, ensuring a professional, business-like appearance at all times • Excellent customer service skills and the ability to deal with customers who may be under particular pressure • Ability to prioritise and manage large number of tasks • A friendly and helpful manner with a proven ability to identify and resolve problems • Resilient, and able to keep a positive attitude when under pressure and during periods of change • Demonstrates a passion for own and others continuing professional development
<p>Qualifications/ Experience:</p>	<ul style="list-style-type: none"> • Experience of working in a customer service role(s) supporting senior leaders/directors • Familiar with a range of Learning Management Systems (LMS) • Providing customer service support for learning management systems • Experience in managing a high volume of data and information management • CRM experience (ideally Microsoft Dynamics)
<p>Knowledge/ Skills:</p>	<ul style="list-style-type: none"> • The ability to prioritise and manage a number of tasks and systems simultaneously • Exemplary written communication skills • Strong interpersonal skills – able to collaborate and engage with a wide variety of stakeholders • Confident using all Microsoft Office applications including Word, Excel and Power point • The ability to work confidently with clients at senior level