Job Profile

Quality Assurance Administrator

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| Department | Quality Assurance | |
| Location | Solihull | |
| Reports to | Quality Manager | |
| Hours | Nominally 37 hours but operationally available at all times to meet Company requirements. | |
| Constraints (travel/ base/ working patterns etc.) | Although based at Solihull, the role may require UK wide travel and, from time to time, may require work at other specific locations. Overnight stays away from home are possible. | |
| Salary | Circa £18,000 per annum (dependent on experience) | |
| Date | August 2017 | |
| About us  Everyday over 65 million people in the UK rely on the energy and utilities sector to provide services that are essential to the health, safety and prosperity of every person and business in the UK.  Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance and skills solutions to help employers attract, develop and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.    About the role  Our quality assurance approach is based on our Quality Framework, which is a recognised and respected mark of quality for training provision within the energy & utilities sector. It benchmarks learning and assessment material against employer defined best practice criteria.  Through our existing portfolio of products and services, we work closely with key stakeholders across the sector to understand and define their expectations for competence; assure and monitor the quality of training provision against these expectations and then record them on our robust and accessible Energy & Utility Skills Register (EUSR).  It is through our Affiliate Community of Practice, that we drive continuous improvement, bringing likeminded people from our sector together to facilitate, present, discuss and debate the latest thinking in learning and assessment.  In this varied and critically important role, the Quality Assurance Administrator will be responsible for ensuring the efficient maintenance and administration of our existing and future trainer management service offerings.  Reporting to the Quality Manager, you will also have the opportunity to support our wider Quality Assurance services by ensuring the smooth and co-ordinated operational delivery of the Affiliate Community events and Quality Framework related activities.  About you  You’ll need to be highly motivated with strong administration skills and experience of working in a busy office environment. It’s also important that you have good Microsoft Office skills and the confidence and drive to work proactively.  Naturally, you’ll need excellent organisational and communication skills and be able to develop strong relationships with the sector’s employers, training providers and other stakeholders. | |

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| Key responsibilities  The key responsibilities of the Quality Assurance Administrator include:   1. **Trainer Management**   **Application Process**  Assisting with the coordination and assessment of applications and CVs from prospective trainers wanting to deliver an existing EUSR scheme, by determining whether or not the individual’s skills, knowledge, training and experience align with the scheme specific criteria.  Approval certification and audits administration, including the printing of certification and administration onto our internal systems as well as aiding the administration processes related to audits and scheduling.  Assisting the Quality Co-ordinator with the administration and organisation of the trainer application process by adhering to internal standards and customer expectations.  Provide an exceptional customer service and support to prospective and current customers by providing accurate information, advice and guidance. Sign post customers to areas of the business as appropriate.  **Event Management**  Liaising with internal Quality Assurance Leads, Consultants and Associates responsible for the delivery of events, audits or approvals.  Consistently supporting current and future resource requirements for the schedule of events such as train the trainer events, audits and affiliate events, assisting with recruitment.  Administration and communication activities to help create and provide information that enable learners and trainers, both current and potential, to attain the information that they require to progress successfully on EUSR schemes.  Facilities management ensuring that training and assessment environment for in-house events consistently aligns with the expectation of the trainer or the in house quality assurance team who may be delivering or assisting to deliver in the event.  Ensuring that the equipment and alternative resources, such as hand-outs and/or equipment supporting delivery are accessible to the trainers (if appropriate) are flexible to the needs of the learner.  Issuing post course communications, including those related to audit, updating and maintaining the trainer records for those who successfully attended an event, ensuring information stored is up to date and compliant with our Data Protection Policy on our internal systems.  Responding to and, with the support of other Quality team members, managing the organisation of new events as required by the business.   1. **Quality Assurance Support**   **Assisting Quality Assurance Visit Co-ordination**  In line with relevant procedures, assist the Quality Co-ordinator with issuing letters to trainers and training providers who require an assurance or audit visit, reminding them of the requirement and confirming the visit details once a date has been agreed.  Assisting with assurance visit requirements, aiding in the processes to enable information is provided to the Quality Assurance Leads as appropriate that will enable them to create and communicate a sampling plan of activities where appropriate.  Checking through all reports sent and that they are returned from internal and external staff to ensure all data is recorded in line with company procedures.  **Reporting**  Administration of records and documents related to Monitor trainer/training provider activity and where applicable reporting any issues to colleagues internally.  Assisting in maintaining and reporting progress and performance of trainer management and assurance visit activity by completing weekly and regular updates to reports and spreadsheets as appropriate.  Using the in house systems, such as Integra, Docuware, CRM and spreadsheets to maintain and record activities carried out by the quality assurance team.   * Storing all information from providers and trainers to the requirements of data protection and also as a valuable audit trail.   **Additional Duties**  Work to support ISO9001 accreditation.  Provide wider company administration support, including front of house duties where necessary.  To ensure continued use of appropriate and secure systems for the storage and retrieval of records relating to the administration, management and audit of approved trainers, programmes and providers.  Work alongside Quality Manager and wider team to support accreditation against other quality marks and frameworks as deemed appropriate.  Assisting with helping the business find associates or delivery experts to support with approvals, verification, training or affiliate events. |

Job Holder Specification

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| **Specification** | **Essential** | **Desirable** |
| **Education** |  |  |
| 5 GCSE’s (Grade A – C, including English and Maths) or equivalent | ✓ |  |
| AS or A2 Levels or equivalent |  | ✓ |
| Recognised qualification (or equivalent experience) in business administration |  | ✓ |
| **Work Experience** |  |  |
| Understanding of the energy and utilities sector |  | ✓ |
| Co-ordination of internal and external training events |  | ✓ |
| Customer service and service delivery experience | ✓ |  |
| Experience of working in a fast paced environment | ✓ |  |
| Knowledge of and ability to use IT | ✓ |  |
| **Skills** |  |  |
| Strong organisational skills and time management. Ability to work under pressure and meet deadlines. | ✓ |  |
| Interpersonal Skills – managing relations at all levels internal and external to the organisation | ✓ |  |
| Ability to work independently, use initiative, self-starter | ✓ |  |
| Competent use of Microsoft Office applications (especially Word, and Excel skills). | ✓ |  |
| Strong communications skills | ✓ |  |
| High standard of reporting skills | ✓ |  |
| Ability to manage relationships at all levels | ✓ |  |
| Work effectively and flexibly as part of a team | ✓ |  |
| Attention to detail | ✓ |  |
| Decision making | ✓ |  |
| **Behaviours** | | |
| Team worker | ✓ |  |
| Resilient | ✓ |  |
| Self – motivated | ✓ |  |
| Uses initiative | ✓ |  |