

# Job Profile

## Quality Assurance Co-ordinator

Department	Quality Assurance
Location	Solihull
Reports to	Quality Manager
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Co-located between the office in Solihull and working from home.
Salary	£21,000 per annum (rising to £22,000 on successful completion of probation) + eligibility for company bonus scheme plus pension and employee benefits
Date	May 2022

### 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 approval network and our CPD sessions, 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, you are responsible for ensuring the efficient co-ordination and maintenance of our existing and future trainer management service offerings.

You are also tasked with the smooth and co-ordinated operational delivery of our quality assurance visits, audits and events.

Reporting to the Quality Manager, you support our wider business by assisting the Quality Assurance in the smooth and co-ordinated operational delivery of the Quality Framework related activities relating to Trainer Approval and setting up our Providers, Programmes onto our systems. The role also includes producing of certification and finalising Quality Reports.

### **Key Responsibilities:**

The key responsibilities of the Quality Assurance Co-ordinator include:

#### **Provider Approval Visits and Audits**

- Manage all general enquires and administration tasks relating to approval visits and audits, in line with our internal processes and standards. This will include the use of QuartzWeb, within the quality assurance team's domain.
- Co-ordinate all approval processes by collating and sharing relevant customer or centre information, prior to an approval visit or audit, with the Quality Manager or appropriate Quality Assurance Lead.
- Assess desktop approval applications against the specified criteria and provide feedback and guidance to all centres – including providers and trainers, whose applications have not met the required standard.
- Ensure all customer or centre information and data is accurate and stored securely through the appropriate use of IT systems and platforms (e.g. QuartzWeb, Integra or CRM).
- Create audit schedules for all centres - trainers and providers - assigning visits or desk-based approvals and audits to the appropriate Quality Assurance Lead.; recording appropriate information in an auditable format.
- Create and keep up-to-date a process for the preparation and issuing of approval certificates, provider and or tri-partite agreements and trainer/assessor terms & conditions.

#### **Trainer Audits and Approvals**

- Co-ordinate all Trainer Approval Workshops and Trainer briefings ensuring all administrative activities and provision of customer service is executed to a high standard, in line with our internal standards.
- Ensure all trainer approval applications satisfy the schemes specific eligibility criteria and register trainers and assessors, where appropriate, onto the relevant workshop or briefing.

### **Event Management**

- Liaise with internal Quality Assurance Leads or external trainers responsible for the delivery of all CPD events to ensure all facility and administration requirements are met.
- Ensure the training and assessment environments for CPD events aligns with the expectations of the Quality Assurance Lead and/or an external trainer.
- Report to the Quality Manager any resource or facility issues, which may impact on the successful delivery of an event.
- Ensure all delegates of CPD events are fully briefed prior to an event through the provision of accurate and timely information.
- Regularly and proactively gain feedback from CPD events to inform future content and structure.

### **Reporting**

- Utilise our in-house system such as QuartzWeb, Integra, internal filing systems, Z-Drive, CRM and team tracker to maintain and record activities carried out by the Quality Assurance team to aid management KPIs.
- Produce monthly reports on Quality team activities to inform team KPIs.

### **Additional Duties**

- Support Quality team activities to achieve additional accreditation, such as IGEM.
- Provide wider company administration support, including acting as a customer service agent to support with the overflow of telephone calls from the Energy & Utility Skills Mainline and main reception cover where required.
- Assisting with the identification and recruitment of associates to support with approvals, verification, and training or CPD events.
- Working with the marketing and client management teams to ensure all information on the EUSR website in relation to providers and trainers is accurate
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others by fulfilling your responsibilities under the Health & Safety at Work Act 1974, as outlined in our Health & Safety policy and online handbook.

This job description will be reviewed and amended in the light of changing professional demands.

## Job Holder Specification

Specification	Essential	Desirable
<b>Education</b>		
5 GCSE's (Grade A – C, including English and Maths) or	✓	
AS or A2 Levels or equivalent		✓
Recognised qualification (or equivalent experience) in Business Administration		✓
NVQ Level 3 or 4 in Customer Services or ICS Professional Award		✓
<b>Work Experience</b>		
Understanding of the energy and utilities sector		✓
Co-ordination of internal and external training events		✓
High level of customer service and service delivery experience	✓	
Experience of working in a fast-paced environment	✓	
Knowledge of and ability to use Microsoft Office, particularly Word and Excel.	✓	
<b>Skills</b>		
Strong organisational skills and time management. Ability to work under pressure and meet deadlines.	✓	
Strong 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	✓	
Work effectively and flexibly as part of a team	✓	

## Values & Behaviours

### Together

We are stronger together, collaborating to deliver success

- Supporting and empowering each other
- Working as a team to deliver the best for our clients, customers and colleagues
- Being respectful, responsive and reliable
- Keeping all communication clear and constructive
- Understanding and valuing how we all contribute to our success

### Being Credible

A trusted voice providing thought leadership to the sector

- Providing expertise, openly sharing insights and best practice
- Taking a proactive approach to understanding the sector and the key issues affecting our members
- Delivering on time and keeping promises
- Ensuring work is of the highest standard and delivering exceptional customer service internally and externally.
- Taking ownership of personal development

### Making a Positive Difference

We do the right thing and make Energy & Utility Skills a great place to work

- Inspiring others by going the extra mile
- Bringing energy, passion and a positive approach to work, every day
- Celebrating success and taking pride in everything we do
- Embracing change and identifying opportunities to make a difference
- Leading by example