

Job Description

Job Title:	Qualifications and Quality Administrator
Department:	Swim England Qualifications (SEQ)
Reporting To:	SEQ Operations Lead
Location:	SportPark, Loughborough
Job Purpose:	To provide excellent customer service ensuring the accurate and timely registration and certification of Swim England Qualifications and CPD provision. To ensure all quality control mechanisms are administered effectively to ensure continued compliance.

Scope and Accountabilities

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Register and validate courses, seminars and learners for SEQ qualifications and CPDs
- Select and monitor progress of all quality assurance activities ensuring that justifications are in line with requirements
- Monitor new centre applications
- Escalate incidents or issues regarding sub standard provision
- Update the Learner Record Service with learners from Parnassus
- Review allocated standard operating procedures
- To participate in monthly certificate checks to ensure certificate systems remain accurate and reliable and meet the internal quality assurance standards
- Responsible for ensuring own knowledge of SEQ systems, qualifications and CPD seminars is updated regularly so as to provide the most up to date advice and guidance
- Deliver excellent customer service, in line with published policies, supporting both internal and external customers and stakeholders.
- Coordinate and monitor the receipt of Approved Training Centre Service Level Agreements
- Coordinate, administer and organise related events and meetings

Working Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- Liaise with customers to handle requests for services such as replacement certificates, appeals and result notification by telephone, mail and email

- Develops and maintains a range of useful contacts internally and externally, developing good working partnerships with others. Specifically internally, Workforce Support Services, finance and the web team. Specifically externally CPD reviewers
- Maintain strong and effective relationships with Approved Training Centres
- Allocate appropriate external consultants and trouble-shoot for changes and / or replacements where necessary

Influence

(The extent to which the role demands strategic thinking to influence colleagues and stakeholders in support of the organisation's aims.)

- Have an understanding of the impact qualifications and Approved Training Centres have on the organisation business objectives
- Have an understanding of how SEQ is influenced by group strategic objectives and external agencies, such as Ofqual and Qualification Wales
- Identify and input into suggested improvements to quality and compliance to meet own, team and company objectives
- Act as a positive role model for SEQ both internally and externally
- Deal with all customer contact effectively and courteously, in line with SEQ policies and procedures in order to protect the reputation of the organisation

Managerial / Professional Expertise

(The degree of technical knowledge & experience which is needed)

- To gain a sound working knowledge of Parnassus, the Awarding Body Management System in order to process courses and CPDs
- To gain a sound working knowledge of the Microsoft Office package, with primary focus on Excel, Word and Outlook
- Build and maintain knowledge required on SEQ Awarding Body systems, qualifications and CPDs in order to provide guidance to internal and external customers
- Use excellent customer service skills in order to communicate effectively across all levels and channels on communication
- To gain and maintain a knowledge and understanding of compliance with regulation i.e. Ofqual and Qualification Wales in order to understand the regulatory requirements of the role
- Maintain experience, knowledge and skills of the day to day workings of an Awarding Organisation in order to support the department effectively.

Deliverables:

(The actual tasks and KPIs against which performance is measured and appraised)

- Ensure that quality assurance activities including but not limited to centre review and external verification are allocated in accordance with policies, procedures and guidance
- Ensure that all quality assurance activities are undertaken by contracted external consultants
- Support the quality and retention of Approved Training Centres whilst ensuring compliance is not compromised
- Monitor the progression of external consultant allocated activities ensuring that appropriate evidence required for audit purposes is saved

- When required represent the company at events, conferences and consultations in a professional and courteous manner
- Monitor Learner Existence and Eligibility checks to ensure that Approved Training Centres continue to meet standards set out in the Service Level Agreement
- Ensure that all Approved Training Centre Service Level Agreements are issued and returned annually where appropriate.
- Deal with all customer contact effectively and courteously, in line with SEQ policies and procedures
- Ensure learner and qualification data is kept up to date, accurate and completed in a timely manner
- Acknowledge, log and where appropriate investigate customer complaints and feedback, providing a suitable response within the specified timescales
- Use initiative to address areas that are outside of published service standards and identify trends
- Ensuring close and regular contact with Key Contacts at allocated approved centres to maintain relationships and awareness of SEQ processes, policies, procedures and guidance
- Liaise with key contacts at potential Approved Training Centres to communicate SEQ requirements and the application process
- Support the administration of Approved Training Centre applications and annual renewals
- Administer and issue prompt and timely certification to learners and Approved Training Centres ensuring they are issued accurately and securely
- Ensure all invoicing is accurate and timely across SEQ
- Raise with the SEQ Head of Qualifications and Quality any concerns found during the processing of courses and seminars
- Complete the Malpractice Notification Form and send to the SEQ Head of Qualifications and Quality for any Maladministration and Malpractice found in the processing of SEQ courses, seminars and Approved Training Centres applications
- To make recommendations to improve and enhance current standard operating procedures
- To participate in and conduct internal audits, as part of the self-assessment and quality assurance processes
- Support in the running of the annual Swim England Teaching and Education Awards and Conference
- The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department.
- The post holder will proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity and Health & Safety.

Person Specification

Skills:	Essential	Desirable
Good working knowledge of the Microsoft Office Package	E	
Demonstrable ability to input data and produce reports	E	
Ability to manage a varied administrative work programme to required deadlines	E	
Proven ability to act on own initiative and to work as part of a team	E	
A high level of accuracy	E	
Excellent communication and interpersonal skills (written and verbal)	E	
Knowledge:		
Knowledge of the Aquatics industry		D
Knowledge of the education industry		D
Experience:		
Demonstrable experience in administration	E	
Experience of working within an educational environment		D
Approach:		
Consistent delivery of work	E	
Flexible approach to work, resilient and able to work under pressure	E	
Willing to gain a good working knowledge of bespoke systems	E	
Qualifications:		
GCSE grade A-C or equivalent in English and Maths	E	

Your Personal and Career Development Plan

Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded Orange on our Career pathway, therefore other Orange graded roles could offer additional skills or experience. Yellow, Green, Blue or Purple graded roles would offer progression.