



# RECRUITMENT PACK

## Quality Assurance Coordinator



**FutureQuals**<sup>®</sup>



01530 836668



JoinUs@futurequals.com



futurequals.com





# FutureQuals<sup>®</sup>

## About Us

Future (Awards and Qualifications) Ltd T/A FutureQuals<sup>®</sup> is a forward-thinking, Learner-centric and customer-focused awarding and end-point assessment organisation committed to excellence.

As an awarding organisation, we create, quality assure and certificate qualifications. We operate predominantly within the pre-hospital care sector, but also work within aviation, care, and education and training.

Recognised to offer regulated qualifications in England, Wales, Northern Ireland, and accredited qualifications in Scotland, FutureQuals provide approved Centres with specialist, progressive qualifications.

FutureQuals is recognised to deliver high-quality apprenticeship end-point assessment for employers and training providers in England.

## Our Mission

To provide Learners, Centres and Organisations with respected, valued, inclusive and quality assured qualifications and assessments.

## Our Vision

We envisage a place in which every Learner achieves their full potential.

## Our Values

Visionary | Supportive | Innovative | Professional

Visionary | Supportive | Innovative | Professional



## Role Purpose

To provide support for the external quality assurance manager and review processes relating to the Centre monitoring, safe certification of qualifications.

## Location

EMP House  
Telford Way  
Coalville  
LE67 3HE

what3words location:  
sculpture.sizes.miles

## Working Hours

37.5 hours per week  
Monday-Friday  
0900-1700

## Salary

Competitive



01530 836668



JoinUs@futurequals.com



futurequals.com

# JOB DESCRIPTION

## Key Responsibilities

- Support the implementation and development of quality assurance processes for safe certification.
- Manage the team email inbox, responding to queries and ensuring timely resolution.
- Assist in standardisation activities for qualifications assessed by Centres, including collating learner evidence.
- Prepare and support the delivery of training and webinars.
- Execute FutureQuals' EQA strategy, prioritising cohorts based on CASS guidelines.
- Conduct first-line checks of EQA reports to ensure completeness.
- Coordinate recruitment and on-boarding of EQAs.
- Process malpractice events, appeals, and reasonable adjustments promptly and effectively.
- Conduct invigilation's of on-line exams.
- Meeting Service Level Agreements and providing an excellent service to our customers whilst following organisation policies and procedures.



# Person Specification

Qualifications, Knowledge and Experience

## Desired Characteristics

### Efficiency

Able to produce significant output with minimal wasted effort.

### Analytical Skills

Able to structure and process qualitative or quantitative data and draw insightful conclusions from it. Exhibits a probing mind and achieves penetrating insights.

### Attention to Detail

Does not let important details slip through the cracks or derail a project.

### Communication

Speaks and writes clearly and articulately, without being overly verbose or talkative. Maintains this standard in all forms of written communication, including e-mail.

### High Standards

Expects personal performance and team performance to be nothing short of the best.

#### ESSENTIAL

- GCSEs in English and Maths at Grade C or above.
- At least 2 years general administration experience.
- Strong written communication skills.
- Highly IT Literate.
- Experience of organising, prioritising and working to deadlines.

#### DESIRABLE

- Experience of working in a further education establishment.
- Experience of working in a regulated awarding body/organisation.
- Knowledge of quality systems and processes.





## Benefits

Other benefits of working at FutureQuals include:

- Free on-site parking
- 35 days annual leave (including bank holidays) FTE
- Free employee assistance programme
- Free access to exclusive discount portal
- Training and development opportunities
- Modern air-conditioned offices
- Free electric car charging
- Dog-friendly office
- Plus more

**FutureQuals is a great place to work.**

**Here's what some of our brilliant staff had to say in our last Staff Survey:**

*"Continuously looking for new ways to improve the company and further its growth"*

*"Engages with employees, listens to their ideas and regularly provide feedback"*

*"Staff motivated to grow and progress professionally"*

*"Excellent working environment"*

*"Great atmosphere in the office"*

*"Friendly team and understanding management"*



01530 836668



[joinUs@futurequals.com](mailto:joinUs@futurequals.com)



[futurequals.com](http://futurequals.com)

# Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, race, colour, sex, marital status, religion, ethnic origin, nationality, disability or sexual orientation. Any appointment will be made on merit alone.



# How to Apply



To apply please email your CV and a covering letter to [JoinUs@FutureQuals.com](mailto:JoinUs@FutureQuals.com)



01530 836662



[info@futurequals.com](mailto:info@futurequals.com)



[futurequals.com](http://futurequals.com)

Visionary | Supportive | Innovative | Professional