



RECRUITMENT PACK

QUALITY ASSURANCE COORDINATOR



FutureQuals[®]



01530 836662



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and End-Point Assessment organisations





Role Purpose

To provide exceptional customer service to existing and prospective stakeholders by developing highly effective quality and compliance procedures, implementing procedural efficiencies whilst maintaining excellent levels of regulatory compliance, and focusing on Quality Assurance within regulated qualifications and End-point Assessments.

Location

EMP House, Coalville

Salary

Up to £21,000-£25,000,
depending on experience

Hours

37.5 Hours
Mon-Fri 9:00-17:00



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JOB DESCRIPTION

Key Responsibilities

- Daily coordination of resources to ensure the efficient and effective handling of all quality and compliance needs across the Awarding Organisation, ensuring the highest standard of support is consistently delivered.
- Responsible for coordinating quality assurance activities, ensuring they are timely, conducted in line with agreed ways of working, and making recommendations for improvements or change.
- Support self-assessment exercises to ensure regulatory compliance against the regulator's Conditions.
- Coordinate and support QA events such as meetings, and standardisation activities.
- Stay up to date with regulatory requirement developments, reporting outcomes to the Quality Assurance Team Manager, Head of Quality Assurance and Compliance and the Head of End Point Assessment.
- Support the induction programme of External Quality Assurers.
- Use Microsoft products, including SharePoint, Outlook, forms, secure folders etc. to ensure robust data security, excellent communication, and services, both internally/externally.
- Support the selection and recruitment of External Quality Assurers.
- Coordinate, monitor and use feedback mechanisms to continually identify and recommend improvements to products and services.
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the Quality Assurance Team Manager.

PERSON SPECIFICATION



Values

Visionary

Supportive

Innovative

Professional

Essential Qualifications, Knowledge and Experience

- GCSE education in English and Mathematics (at Grade C or above) or equivalent
- Excellent communication and interpersonal skills
- Strong ability to prioritise in a varied work programme
- Knowledge and experience in an education environment
- Highly analytical and process-driven
- Proven ability of highly effective planning skills
- Strong verbal and written communication
- Experience in delivering excellent customer service
- Experience in solving complex problems

Desirable Skills and Abilities

- General management qualification
- Experience of working in a regulated awarding body/organisation
- An understanding of FutureQuals products and services
- Successful project management experience
- Knowledge of quality systems and processes
- Experience of giving feedback and coaching team members, to develop a culture of continuous improvement
- Proven leadership and people management skills, including excellent interpersonal and mentoring skills

ICT Competency Profile - Essential

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- MS PowerPoint - Intermediate
- MS Outlook - Intermediate
- Digital Forms - Basic

ICT Competency Profile - Desirable

- Online Meeting Software (e.g. Zoom) - Basic
- SharePoint - Basic
- Sage - Basic



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, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Any appointment will be made on merit alone.



How to Apply



In the first instance should you wish to discuss the role further please email HR@FutureQuals.com.

Applications should be emailed to HR@FutureQuals.com by sending in a CV and covering letter.



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