



Job Description: Quality Co-ordinator

Permanent

Full Time

Location: Sale

Reports to: Quality Manager

Salary: £22,000

Overview

Our Quality Co-ordinator works closely with our Quality Manager to help ensure that our centres get the best possible support to deliver in line with our requirements, and that the awards and certificates that we issue are valid and reliable. Having a wealth of experience in assessing and IQAing is essential as you will work to integrate our requirements into the practices and processes of our centres and be able to provide high levels of support.

This role involves building relationships with quality counterparts in our recognised centres, our bank of external quality assurers, and quality departments in other awarding organisations. The role helps support our drive for constant improvement and focuses on ensuring the regulatory burden we place on our stakeholders is kept to a minimum whilst maintaining the highest standards.

Sampling across a number of subjects will be undertaken by the holder of this role, and provide an opportunity to form a holistic review on the performance of our centres which will, in turn, feed into the risk ratings that we apply.

This role requires an absolute dedication to quality, with the ability to think outside of the box and provide solutions which achieve desired outcomes.

Key responsibilities

- Undertake sampling and other quality assurance activities in your own areas of expertise, for both regulated qualifications and TQUK's EPA provision.
- Provide standardisation training for the TQUK EQAs, including face to face and remote events.
- Undertake internal audits of quality related processes delegated to other TQUK teams in order to ensure compliance of procedure and quality of outcome.
- Support and develop our remote quality assurance team, providing feedback on performance and assisting with any performance improvement that is required.
- Work in partnership with the EQA co-ordinator to ensure appropriate allocation of work and adherence to SLAs.
- Act as point of contact for centres which have queries or concerns relating to the EQA process, providing support as and when required.
- Support malpractice and maladministration investigations as and when required.

Other responsibilities

- Develop and maintain an understanding of TQUK internal processes, in particular those related to Quality, and of the wider educational landscape.
- Maintain in depth knowledge of TQUK products and services.
- Assist SMT with development or improvement of systems to manage EQA activities as required.
- Promote CPD opportunities to recognised centres.
- Promote understanding of the IQA and EQA processes internally at TQUK.
- Maintain an in depth understanding of regulatory requirements associated with own area of work.

Key requirements

- Hold Level 4 award in External Quality Assurance of Assessment Processes and Practice or equivalent qualification, or be prepared to work towards achieving it.
- Experience as an EQA for an Ofqual regulated Awarding Organisation or extensive experience as a lead IQA in a training centre offering regulated provision
- Qualified in one or more of the following areas:
 - Education and Training
 - Business Administration
 - Leadership and Management
 - Customer Service
 - Hospitality and Catering
 - Functional Skills

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a “can do, will do” attitude.
- Be well motivated, enthusiastic and able to work on your own initiative.
- Be able to have fun!
- Work well with others.
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business.
- Be passionate about education and the opportunities that it brings.