

JOB DESCRIPTION AND PERSON SPECIFICATION**Job Title:**

Quality Administrator , UAL Awarding Body

Salary: £24,034 - £28, 274 per annum**Grade:** 2**Location:** Awarding Body Office – based at High Holborn, London**Section:** Awarding Body**Accountable to:**

Senior Quality Officer

Purpose of Job

Reporting to the Senior Quality Officer, the Quality Administrator is responsible for providing administrative support within the UAL Awarding Body Quality Team.

The work of the quality team touches most aspects of the business and therefore the post holder will be required to work collaboratively across the Awarding Body .

Duties and responsibilities**Knowledge and understanding**

- To possess and exhibit a sound understanding of the administrative requirements and standards necessary for the Awarding Body and its staff.
- To possess and exhibit a sound understanding of the customer service standards required by the Awarding Body.
- To develop and maintain a working knowledge of the requirements of the qualification regulators: Ofqual, CCEA and Qualification Wales, and work with the Quality Officers to ensure quality processes remain fit for purpose and support ongoing compliance.
- To develop a broad knowledge and understanding of the work of the Awarding Body and the UK Further Education (FE) system.
- To develop an understanding of FE arts education.

Customer Service

- To be the first point of contact for all quality enquiries from internal and external stakeholders, providing an exemplary customer-focussed service to centres, assessors, moderators and students.
- Provide front line advice and guidance to centres and colleagues on quality processes, including qualification monitoring, assessment, reasonable adjustments and special considerations, recognition of prior learning and exemption, and malpractice and maladministration in accordance with Awarding Body policies and with the support of the wider quality team.
- To produce written correspondence to external stakeholders from the quality team, creating clearly articulated, comprehensible guidance.
- To monitor and manage the shared inbox ensuring queries are responded to professionally within agreed timescales.
- To use own initiative and knowledge of UAL Awarding Body systems to solve day to day problems which arise and provide effective solutions to issues raised by centres and students.

Quality

- To support the Quality Officers with the collation of evidence required for meeting the regulators' compliance requirements, assisting with the review of systems and processes in accordance with the annual self assessment process.
- To provide administrative support and contribute to the preparation of information required for internal and external audits.
- To administer core quality processes in relation to the annual qualification delivery cycle, including accurate processing of all student requests for special consideration, reasonable adjustments, recognition of prior learning and exemptions.
- To manage and maintain the Awarding Body's paper-based and electronic files in accordance with the General Data Protection Regulation (GDPR) along with the learner management system (LMS), including inputting and amending centre and compliance data.
- To administer the centre and qualification approval review processes, quality checking incoming paperwork and liaising with Chief Examiners to ensure service level agreements are met and outcomes reported in a timely manner.
- To ensure all policies and procedures available on the Awarding Body website are current, and be responsible for liaising with the comms department when advising on changes and/or revisions to be made.
- To manage the administration of centre and qualification risk monitoring, accurately recording data and providing timely reports to the Quality Officers.
- To provide administrative support for the processes and IT systems relating to external assessment.
- To extract reports from various databases to collate, analyse and present data.
- Actively contribute to the review, planning and organisation of departmental processes, suggesting improvements to increase own efficiency and effectiveness and that of the wider team.
- To organise, attend and contribute to internal and external meetings, including taking minutes, booking rooms and ensuring details are communicated in a timely manner.
- To provide onsite support at UAL Awarding Body conferences and events.
- To supervise tasks undertaken by temporary members of staff during busy periods, and assist with training on systems and processes.
- To pro-actively manage and organise own time to complete work set by the Senior Quality Officer within agreed timeframes.

UAL general:

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

Key Working Relationships:

- Senior Quality Officer
- Quality Officers
- Head of Quality & Operations
- Centres and customers

Job Title: Quality Administrator Grade: 2

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Person Specification	
Specialist Knowledge/ Qualifications	Has received formal training or education at post 16 level. Commits to own development through effective use of processes such as appraisal schemes and staff development.
Relevant Experience	Has sufficient experience of relevant administrative work and has the ability to work independently with drive and enthusiasm.
Communication Skills	Communicates effectively orally, in writing and using visual media.
Research, Teaching and Learning	N/A
Planning and Managing Resources	Plans, prioritises and organises own work to achieve objectives on time and to a high quality.
Teamwork	

	Works collaboratively and supportively within a team or with different professional groups
Student Experience or Customer Service	Understands and is committed to delivering a high standard of customer service. Provides a positive and responsive customer experience.
Creativity, Innovation and Problem Solving	Uses initiative and creativity to identify, pre-empt and resolve day-to-day-problems.

Last updated: November 2017