

Open Awards

JOB DESCRIPTION

TITLE OF POST: Quality Administrator – (Business Admin Apprentice)

RESPONSIBLE TO: Quality and Compliance Officer

STATUS: Full Time – 15 months Apprenticeship

SALARY: Apprenticeship rate (currently £4.30) for the first 12 months. National Minimum Wage after 12 months.

FUNCTION OF THE POST:

- To provide efficient and effective business administration support to ensure the smooth running of Open Awards quality assurance activities.
- To work with the Quality and Compliance Officer to ensure quality assurance processes are up to date and accurate and meet the needs of our customers and regulators
- To provide day to day support for the effective and efficient operation of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

Functional Responsibilities

1. Deal with general queries related to internal and external quality assurance, escalating more complex queries to colleagues as appropriate;
2. Review, develop and implement quality assurance processes to ensure they are clear, accurate and effective, whilst also meeting the needs of our customers and regulators
3. Support colleagues across Open Awards to ensure that all quality assurance guidance for centres is up to date and provides clear and accurate information;
4. Regularly check that the Open Awards database and portal contain accurate information relating to quality and compliance and ensure that accuracy and currency is maintained;
5. Generate reports from the Open Awards database and extract to Excel to identify key trends and disseminate to colleagues;
6. Support the quality assurance team in the collection, collation, recording, distribution and electronic storage of quality assurance reports;

7. Organise team meetings, including the production and sharing of documentation and reports, taking minutes and creating action logs;
8. Record and process invoices related to quality assurance activities;
9. Support the organisation of quality assurance training and events.

General Responsibilities

10. Work with members of the Open Awards team to ensure service standards are met.
11. Support the business, quality, customer service, finance and management teams in the day to day administrative functions of Open Awards.
12. Maintain up to date records in the Open Awards database and network drives in accordance with policies and procedures.
13. Travel to and work from any site that the duties of the job may require
14. Carry out any other duties as specified, from time to time by the Management Team.
15. Follow Open Awards procedures accurately and reliably.
16. Present a professional approach.
17. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
18. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- Excellence: To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.

- Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- Aspiration: We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job description reviewed – Sep 2021

Person Specification

Post Title: Quality Administrator

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Level 2 Qualification or above. 2. Level 2 English and Maths (or be working towards)	Desirable Essential
Experience	3. Experience of effective communication with internal and external customers. 4. Experienced in using multiple IT packages and systems, including Microsoft Office or equivalent. 5. Experience of using Microsoft Excel for data analysis 6. Experience of working in an office environment.	Essential Essential Essential Desirable
Skills/Abilities	7. Ability to demonstrate good organisational skills. 8. Ability to be flexible in their working practices and adapt to change. 9. Ability to meet deadlines whilst meeting required standards. 10. Able to choose and use the most appropriate IT solution to suit a range of purposes. 11. Ability to analyse data using Microsoft Excel. 12. Ability to follow set processes. 13. Ability to communicate effectively both orally and in writing. 14. Ability to check work to ensure high standard of accuracy. 15. Be self-motivated and use own initiative to meet agreed targets. 16. Ability to work as part of a team. 17. Ability to identify and solve problems and suggest solutions. 18. Ability to maintain confidentiality and data protection	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	19. A commitment to Equality & Diversity. 20. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 21. Commitment to Customer Service.	Essential Essential Essential
Other	22. Be adaptable, flexible and open to change. 23. Willingness to travel. 24. Willing to undertake staff development activities.	Essential Essential Essential