

Quality Administrator Job Description

Working Pattern: 2 days per week, term time only + 1 week

Salary: £7,954.82

Responsibilities

The responsibilities outlined in this job description may be modified by the Director, Head of School, or Head of Quality with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.

Reporting to: Head of Quality

Role Overview

The Quality Administrator will provide essential administrative and operational support to the Head of Quality, helping to ensure the effective delivery, monitoring, and compliance of education and qualification processes. This role is ideal for someone highly organised, detail-oriented, and comfortable managing multiple administrative tasks within a quality assurance environment.

Key Responsibilities

- **Qualification Registrations**
 - Support the timely and accurate registration of learners onto relevant qualifications.
 - Maintain up-to-date records of registrations and learner data.
 - Liaise with awarding bodies where required.

- **IQA (Internal Quality Assurance) Support**
 - Liasing with IQA team.
 - Booking IQA's to complete quality assurance of student work, to meet internal and external deadlines.
 - Working with HR to support with the recruitment of IQA's.
 - Liasing with teaching staff to ensure the smooth upload of all qualifications to the internal portal.

- Uploading work to external portals to meet external deadlines.
- **EQA (External Quality Assurance) Support**
 - Assist in preparing documentation and evidence for EQA visits.
 - Coordinate schedules and logistics for EQA activities.
 - Record and track actions arising from EQA reports.
- **Qualification & Level Monitoring**
 - Maintain tracking systems for learner progress across qualifications and levels.
 - Support data collection and reporting on achievement, progression, and completion rates.
 - Flag any risks or delays to the Head of Quality.
- **Claims Management**
 - Assist with the preparation and submission of certification claims.
 - Ensure accuracy and compliance with awarding body requirements.
 - Maintain records of claims and certificates issued.
- **General Quality Administration**
 - Provide administrative support for internal quality assurance processes.
 - Organise and maintain quality documentation and records.
 - Support audits and internal reviews.
 - Assist with policy updates and document control.
- **Additional Support**
 - Provide general administrative assistance to the Head of Quality as required.
 - Contribute to continuous improvement of quality processes and systems.

Person Specification

Essential:

- Strong administrative and organisational skills
- High attention to detail and accuracy
- Ability to manage multiple tasks and deadlines

- Good communication skills (written and verbal)
- Proficiency in Microsoft Office (especially Excel and Word)

Desirable:

- Experience in an education or training environment
- Familiarity with qualification frameworks and awarding bodies
- Understanding of quality assurance processes (e.g. IQA/EQA)

Personal Attributes

- Proactive and reliable
- Methodical and process-driven
- Collaborative and supportive
- Discreet when handling sensitive information

Safeguarding:

The postholder will be required to:

- Submit an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training. Promote and safeguard the welfare of all children and young person's they are responsible for, or come into contact with.