

Role Title	Quality Assurance and Resourcing Co-ordinator
Reports to	Associate Manager - TBC
No. of direct reports	0
Full / Part Time	Full Time
Grade	D3
Location	Flexible – London, Wakefield or Warrington
Created/Updated by	Jane Cowley
Created/Updated on	Jan 23

Helping people, organisations and economies develop their skills for growth

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

Co-ordinate the search and recruitment of City & Guilds Associates, e.g. Moderators, EQAs, International EVs, TAQA Assessors and IQAs, Examiners, Independent End-point Assessors, Assured Consultants, and support their allocation and deployment. Organize multi-channel induction, training, and standardisation activities / events to ensure our Associates have the appropriate skills and knowledge to carry out their role and provide a quality service. Support quality assurance and improvement activity to ensure that we deliver

demonstrably superior assessment products and services and effective quality assurance, meeting regulatory and City & Guilds quality standards.

What you'll be doing

Associate recruitment and deployment – run effective recruitment campaigns to source Associates to meet business demand. Coordinate search, recruitment, selection, and induction to provide quality Associates with the appropriate skills, knowledge, and experience. Support Associate capacity planning activity and deployment of Associate resource.

Training events – organise and co-ordinate the delivery of face-to-face and digital training / briefing activities for staff, Associates, and partner organisations. Support the design and development of training material as required. Support in the delivery of some content as necessary.

Associate Information systems - Produce and maintain data information systems and IT platforms for recruitment, selection, induction, deployment, training, and performance management of Associates. Monitor and analyse source data to determine trends and provide management information

Quality Assurance and Improvement – Support quality assurance and continuous improvement activities relating to Associates and their role in the delivery of our assessments. Coordinate the production of quality KPI reports and maintenance of associated source data.

Stakeholder support - Provide first line support to Associates and internal stakeholders on department activities as required.

How success will be measured

- Continually living by our values of leadership, integrity, and imagination
MANDATORY
- Monthly reports and data up to date and accurate
- Stakeholder feedback
- Training events are effective and run to time and budget
- KPIs met

What we're looking for

We can't live without...

- Graduate, Professional, or vocational qualifications in a business and or educational field (or equivalent work experience)
- Experience of coordinating inter-related activities or projects in a customer-focused environment
- Experience of collaborative working and influencing internal and external stakeholders to deliver business outcomes
- Experience of search and recruitment of Associates to enable the business to deliver objectives

- Ability to build relationships both within and outside an organisation, and to represent his/her function well
- Able to use initiative and own judgement without the need for regular guidance
- Able to prioritise own workload and to meet set deadlines
- Positive and flexible attitude

We would love you to have...

- Experience in the field of education assessment, learning and/or training including e-assessment
- Experience in delivering training
- Knowledge of City & Guilds Assessment and or quality assurance processes
- Knowledge of best practice in assessment
- Knowledge of current developments in education and training including regulatory activities
- Knowledge of key department IT systems e.g. SAP, Manage Assess, e-evolve, Goto Webinar
- Knowledge of Sharepoint (or other) for maintaining intranet content or Associate information

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations

- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything

Your Career at City & Guilds

This role will bring a broad understanding of the delivery and quality assurance of City & Guilds assessments and / or credentialing services. As such there are a variety of career progression and development paths from this role. Within the team there is progression towards the role of Associate Manager or diversification into a role within the assessment development or quality assurance and improvement teams, supporting the development of qualifications and assessments or policies and principles of quality assurance. Across the organisation there would be opportunities within Quality Delivery, supporting the delivery of quality assurance to our customers.