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**Quality Assurance and Qualifications ASSISTANT**

**Permanent contract**

**Full time 35 hours per week**

**Starting salary: £21,711 per annum**

**(Salary scale: £21,711 - £26,735 dependent on experience)**

**Location: Bangor**

**Geographical coverage: Pan Wales**

Addysg Oedolion Cymru | Adult Learning Wales has a fantastic opportunity for an individual to work in a diverse role as a Quality Assurance and Qualifications Assistant within our Quality Assurance team and to join our pan-Wales organisation where we are committed to service the adult population of Wales with inspirational, life changing opportunities.

**About the Job**

The Quality Assurance and Qualifications Assistant is a diverse role within the organisation, you will be assisting and supporting the Quality Manager and members of the team in providing a high quality administration service, by accurately maintaining and processing all data/information through the Quality/Internal Verification process.

This is a hands on role where you will be operating at pace, independently and with support from an established team.

You will have responsibility for (but not exhaustive to):

* Ensure the registration and claiming of all qualifications, liaising with departmental managers to discuss registration and qualification needs.
* Processing awards and outcomes and performing audit checks on all Quality and MIS Data for Addysg Oedolion Cymru | Adult Learning Wales.
* To communicate with Awarding Organisation representatives to identify, monitor and/ or resolve any qualification issues.
* To support a timetable of standardisation for each route within Addysg Oedolion Cymru |Adult Learning Wales and work with the Quality Manager to share best practice across the network.

**About you**

We are looking for someone with excellent administration and organisational skills, who can work well independently and in a team. You will bring good communication and interpersonal skills to build and develop relationships with colleagues. You will have experience skills and experience of supporting the monitoring of standards and quality.

**Qualifications**

Essential – good standard of general education including English and Mathematics GCSE/O Level or equivalent.

**There are attractive benefits on offer for the right candidate including:-**

* Up to £26,735per annum depending on experience
* 30 days annual leave, plus bank holidays and additional discretionary days
* Continuous Professional Development
* Generous career average pension scheme

**About Addysg Oedolion Cymru | Adult Learning Wales**

For more information about our organisation click [here](https://www.adultlearning.wales/en/about)

Addysg Oedolion Cymru | Adult Learning Wales is committed to support and promoting equality and diversity and to creating an inclusive working environment.  We believe having a diverse workforce at all levels allows us to represent the communities we serve.

Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role.

**How to apply:**

Apply by using the application pack below and return it to   
[**Recruitment@adultlearning.wales**](mailto:Recruitment@adultlearning.wales)

**The closing date for this post is 9.00am Monday 6th June 2022.**

Interviews to be held on 17th June 2022

If you would like more information about the role please contact us.

We welcome applications in Welsh

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**ROLE PROFILE**

**Job Title:** Quality Assurance and QualificationsAssistant

**Work Base:** Bangor

**Reporting to:** Quality Manager

**Job Purpose:** To provide high quality administration services within the Quality Team. Ensuring accuracy of all learner data through the Quality/Internal Verification process for Addysg Oedolion Cymru | Adult Learning Wales. Processing awards and outcomes and performing audit checks on all Quality and MIS Data for Addysg Oedolion Cymru | Adult Learning Wales.

**Length of contract:** Permanent

**Hours of work:** 35 hours per week

**Pay scale:** Grade 2 Enhanced 19 – 26, £21,711 - £26,735

**Main duties and responsibilities**

1. To ensure the registration and claiming of all qualifications, liaising with departmental managers to discuss registration and qualification needs.
2. To assist with the Highfield First Aid IQA process and ensure that the exam based qualification procedures are followed, maintaining accurate data.
3. To support a timetable of standardisation for each route within Addysg Oedolion Cymru |Adult Learning Wales and work with the Quality Manager to share best practice across the network.
4. To identify, analyse and monitor outstanding qualifications across Addysg Oedolion Cymru | Adult Learning Wales.
5. To communicate with Awarding Organisation representatives to identify, monitor and/ or resolve any qualification issues.
6. To liaise with Addysg Oedolion Cymru | Adult Learning Wales’s qualification awarding organisations to keep abreast of qualification developments~~.~~ This includes the management of the awarding organisation online administration databases.
7. To support the Quality Manager in any communication with Awarding Organisations, Addysg Oedolion Cymru | Adult Learning Wales staff and other stakeholder organisations.
8. To provide training for new or existing staff on qualification processes and procedures.
9. To ensure all qualifications are current and fit for purpose and communicate any awarding body or Sector Skills changes.
10. To ensure the qualifications catalogue is up to date.
11. To liaise with other departments and partner organisations to ensure all registrations/claims are received on time.
12. To administrate the purchase order process for the quality department.
13. Carry out the full range of administrative tasks associated with supporting the quality department of Addysg Oedolion Cymru | Adult Learning Wales.
14. Provide a first point of contact for quality department related queries, providing information and advice and taking responsibility for resolving issues as appropriate to the post, liaising with colleagues across Addysg Oedolion Cymru | Adult Learning Wales as required.
15. Develop and maintain transparent administrative procedures in the quality assurance department as needed, ensuring consistency with administrative procedures in MIS and other functional areas.
16. Input course and learner data and other details as required maintaining accurate databases and records of candidate entries, attainment and feedback.
17. Develop and maintain accurate and secure filing and monitoring systems for all key procedures/documentation consistent with awarding organisation requirements and those agreed for the quality department across Addysg Oedolion Cymru | Adult Learning Wales.
18. Ensure that learner details and documentation are recorded accurately and kept safely and that confidentiality is maintained at all times.
19. Assist in the collation and return of information including returns to awarding bodies and Dfes.
20. Monitoring and maintaining stocks of registrations, exam papers/tests, supporting booklets and Equipment, predicting usage from planned courses.
21. Carry out the end of year audit (MIS/Quality).
22. Track costings of awarding organisation registrations and certifications.
23. Outcomes/delete flagging and awarding for MIS data in relation to DFES and Audit purposes
24. Online exams for BTEC Administration.
25. To take an active part in applying continuous improvement across the organisation.
26. To work in accordance with the Data Protection Act and to ensure that all data protection concerns are reported to the organisation’s Data Protection Officer.

**27.** Contribute to staff meetings, organisational initiatives and developments

**28.** To comply with all organisational policies & procedures, keeping abreast of changes and making any necessary changes to administrative systems.

**29**. To ensure that all aspects of the organisation’s financial instructions and standing orders are followed.

**30**. To ensure the safe working practices are used and appropriate and Health & Safety legislation adopted

**31**. To actively support and practice equality of opportunity in the workplace

**32**. To work in a way that is sensitive to the Welsh language and complies with the Welsh Language Measure 2011 and our duties in implementing the Welsh Language Standards.

**33.** To be willing to travel across Wales and work flexibly according to the role if appropriate

1. As a term of your employment you may be required to undertake such other duties as may reasonably be required of you commensurate with your grade
2. This is a description of the job as it is presently constituted. It the practice of Addysg Oedolion Cymru | Adult Learning Wales periodically to examine employee’s role profiles and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed.
3. This description is not intended to establish a total definition of the job but an outline of the duties.

**PERSON SPECIFICATION**

**CRITERIA ESSENTIAL DESIRABLE**

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| **EDUCATION, TRAINING AND QUALIFICATIONS** | Good standard of general education including English and Mathematics GCSE/O Level or equivalent | Relevant IT qualification at Level 2 or above  e.g. ECDL or CLAIT |
| **EXPERIENCE** | Experience in a role supporting the monitoring of standards and quality  Experience of general administration duties such as filing, photocopying and organising mail-outs  Experience of coordinating and setting up meetings, including preparation of agendas  Experience of database maintenance  Experience in collating and producing basic reports  Experience of providing basic advice and support on standards/criteria etc.  Experience of gathering, organising and disseminating information | Experience in a role supporting the monitoring of standards and quality in an education setting  Understanding of teaching/assessment/verification processes  Experience of working with, or for, voluntary groups or charitable organisations  Experience of working in partnership, and networking with other agencies in the voluntary, community and statutory sector |
| **SKILLS, KNOWLEDGE, ATTITUDE** | Good all round IT skills covering use of all basic office software applications i.e. word processing, spreadsheets, databases etc.  Good communication and interpersonal skills  Able to work as part of a team and on own initiative  Able to develop good working relationships with people at all levels, and with community groups  Problem solving skills  Ability to work to deadline pressures, on own initiative including capability to prioritise workload when needed.  Well organised, methodical, accurate organisational and administration skills  Commitment to Equal Opportunities | Knowledge of examination board requirements  Familiarity with the values and processes of community learning  Understanding of basic skills provision |
| **WORKING PATTERN** | Willing to work flexibly, including occasional weekend and evening work if required |  |
| **OTHER REQUIREMENTS** | Willingness to travel to attend meetings  Prepared to undertake training in order to enhance skills | **Intermediate level 3 Welsh Skills (Please see Welsh Language Skills Table at the end of the pack)**  Current Driving Licence and access to own vehicle |

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**Guidelines for completing a job application form**

**You will need** the following document in order to complete your application form:-

* **Role Profile** for the role you are applying for.
* **Personal Specification** (this is the last section of the role profile document) for the role you are applying for.
* **Read through the documents** before completing your application. Make sure you understand the requirements of the job, both in terms of the **duties and responsibilities** of the job (**detailed in the role profile**) and the **personal requirements** to be able to carry out those duties (**detailed in the person specification).**
* **Check that you are able to meet the minimum Essential requirements** noted in the personal specification and that you consider that you could successfully carry out the duties and responsibilities of the post, following a reasonable period of instruction and familiarisation. **Please note that the criteria in the desirable column would be an advantage, but are not a requirement in order to be shortlisted for interview.**
* **Ensure that you explain in the Personal Statement section - how you meet the requirements of the person specification and indicate, providing examples where possible of how your skills and experience can be related to the duties of the post.** Don't forget that whilst your work experience will be important to include in your application, other experience gained outside of work in community and voluntary organisations or leisure interests, could be equally valid. Keep your application concise and to the point.
* **REMEMBER** the decision about whether or not you will be invited to an interview will be based upon the information you provide in your Personal Statement.  It is especially important that you complete the personal statement section as fully as possible to evidence how you meet the requirements for this role.  The completed personal statement will provide us with **most** of the information that will be required to assess your application against the person specification criteria.
* **Read through** your application. Check that you have completed all parts of the process. If there is more than one location or job-share is offered for a post, please indicate your preferences on the application form.

**Submit your completed application** before the closing date and time via email to [recruitment@adultlearning.wales](mailto:recruitment@adultlearning.wales) Please note due to the current pandemic we are unable to receive postal applications.

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**APPLICATION FORM**

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| **Vacancy Applied for:**  **Quality Assurance and Qualifications Assistant (Bangor)** | **Application reference number *(for office use only)*** |

Please ensure that **all** sections of this form are completed.

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| **Personal Statement** |
| **Please outline your suitability for the post, referring closely to the person specification when writing your personal statement.**  **Please Continue on a separate sheet if necessary.** |
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| **Membership of Professional Bodies** | | |
| **Name of Body** | **Grade of Membership** | **Admission Date** |
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| **Training and Personal Development** | |
| **Please indicate any training and personal development activities you have undertaken which you feel are relevant to your application**  **Training/CPD undertaken Date** | |
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| **EMPLOYMENT HISTORY**  **Please give details of employment to date including voluntary work in chronological order starting with your current or most recent employment**.  **Please continue on a separate sheet if necessary** | | | | |
| **Dates** | | **Employer** | **Brief outline of Duties and Responsibilities** | **Reason for leaving** |
| **From:** | **To:** |
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| **QUALIFICATIONS**  **Please indicate relevant academic and teaching qualifications.** | | | | |
| **Academic Qualifications** | |  | | **Date Achieved** |
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| **Teaching Qualifications** | | | | **Date Achieved** |
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| **Basic Skills/ESOL qualification (please specify)** | | | | |
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| **Welsh Speaker** | Yes/No | | | |
| **Welsh Writer** | Yes/No | | | |
| **Some Welsh** | Yes/No | | | |
| **Other Languages** |  | | | |
| **Please state your preference of language for future communication** | English | | Welsh | |
| **Please indicate your preferred method of communication should your application be successful** | Email | | letter | |

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| **Are you able to provide evidence of your eligibility to work in the UK?** | Yes/No  (for more information please contact HR Department) |
| **Do you have a full driving license?** | Yes/No |
| **Do you have access to a vehicle** | Yes/No |

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| **Please indicate where you heard of this vacancy specifying the website/publication** |
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| **CLOSE PERSONAL RELATIONSHIPS** | |
| Close personal relationships are defined as follows: romantic/sexual relationships; family relationships; business/financial/commercial relationships; and close friendships.  These include:   * Spouse/partner * Dating couples * Parents/in laws/Step parents * Children/Step children * Siblings * Grandparents and grandchildren * Aunts, uncles and cousins * Close friends | |
| **Do you have a close personal relationship with an existing member/s of Addysg Oedolion Cymru | Adult Learning Wales staff?** | Yes/No |
| **If yes, please describe the nature of this relationship:** |  |

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| **REFERENCES** | |
| Please provide in full, the name, address (including post code) and telephone number of two references, one of which should be your most recent employer where possible.  References will be requested for all **successful** applicants. | |
| **REFEREE 1.** | |
| **Organisation name:** | |
| **Organisation address:** | **Name of Referee:**  **Job title or Relationship:**  **Email address/telephone number:** |

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| **REFEREE 2.** | |
| **Organisation name:** | |
| **Organisation address:** | **Name of Referee:**  **Job title or Relationship:**  **Email address/telephone number:** |

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| I give my permission for the above referees to be contacted in order for references to be obtained, should my application be successful.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

PLEASE NOTE – on appointment by the Adult Learning Wales you will need to provide original copies of qualification certificates and proof of your eligibility to work in the UK.

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| Due to the current pandemic we are unable to receive postal applications.  Please return to:-[**Recruitment@adultlearning.wales**](mailto:Recruitment@adultlearning.wales)  Addysg Oedolion Cymru | Adult Learning Wales is an equal opportunities employer |

**EQUAL OPPORTUNITIES MONITORING FORM**

***Please note that this form will be removed from your application and will not be taken into consideration during the recruitment process.***

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| **Vacancy Applied for:**  **Quality Assurance and Qualifications Assistant (Bangor)** | **Application reference number *(for office use only)*** |
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| **SECTION 1** | | |
| **PERSONAL DETAILS** | | |
| **Title:** | **First name:** | **Last name:** |
| **Address including postal code:** | | |
| **Daytime Telephone Number** | | |
| **Mobile Telephone Number** | | |
| **\*Email Address:**  \* *Please note that your email address will be used as a primary source of communication wherever possible, so please ensure its accuracy* | | |

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| **EQUAL OPPORTUNITIES MONITORING** |
| We would be grateful if you take the time to provide us with the equal opportunities information detailed below. We collect this information to monitor and evaluate distribution of diversity across the Adult Learning Wales. We also use this information to ensure that we comply with legislation.  Please indicate the categories which you feel most appropriately describe yourself. |
| What is your gender? Man  Woman  Non-binary  Prefer not to say  If you prefer another term, please enter it here: |
| What is your date of birth? |
| What is your religion or belief?   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | No religion or belief |  | Atheist |  | Buddhist |  | | Christian |  | Hindu |  | Sikh |  | | Muslim |  | Jewish |  | Prefer not to say |  | |
| If you have another religion or belief not on this list, please enter it here: |
| Are you married or in a civil partnership?  Married  Civil Partnership  Prefer not to say |
| Race and Nationality   |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | White Welsh | White English | | | | | White Scottish | | | | | White Northern Irish | | | | White Irish | White British | | | | | White Gypsy or Irish Traveller | | | | | | | | | Any other white background, please enter it here: | | | | | | | | | | | | | | | Asian/Asian British | | Indian | | | Pakistani | | | | Bangladeshi | | | | Chinese | | Any other Asian background, please enter it here: | | | | | | | | | | | | | | | Black/African/Caribbean/Black British | | | | | | | | African | | | | Caribbean | | | Any other Black/African/Caribbean background, please enter it here: | | | | | | | | | | | | | | | Mixed/multiple ethnic groups | | | White and Black Caribbean | | | | | | | | | | | | White and Black African | | | | White and Asian | | | | | | Asian and Black Caribbean | | | | | Asian and Black African | | | | | | | | | | | | | | | Any other mixed background, please enter it here: | | | | | | | | | | | | | | | Other ethnic group | | | | | | | Arab | | | | | | | | Any other ethnic group, please enter here: | | | | | | | | | | | | | | | Prefer not to say | | | | | | | | | | | | | | |
| What is your sexual orientation?  Heterosexual  Gay woman/lesbian  Gay man  Bisexual  Prefer not to say  If you prefer to use your own term, please specify here: |
| Do you consider that you have a disability under the Equality Act 2010?  Yes  No  Prefer not to say  If yes, what is the nature of the disability? Please enter here:  \*\* Please not that this information is being sought for monitoring purposes. If you require adjustments to your job because of your disability, please talk to your line manager \*\*  *Applicants with a disability who successfully secure an interview will be given the opportunity to discuss how we can accommodate their needs both during the recruitment process and in the event that they secure employment with the Addysg Oedolion Cymru | Adult Learning Wales.* |
| Do you have caring responsibilities? If yes, please tick all that apply.  None    Primary carer of a child/children (under 18)  Primary carer of a disabled child/children  Primary carer of a disabled adult (18 and over)  Primary carer of an older person  Secondary carer (another person carries out the main caring role)  Prefer not to say |

