

Quality Coordinator Job Description

Job Title:	Quality Coordinator	Reporting to:	Head of Quality and Business Improvement
Business Unit:	SIAS – Quality Department	Direct Reports:	None
Key Contacts:	Operations team	Location:	Home based with some travel to Warrington office
Date Created:	11/09/2021	Date Revised:	14/09/2021

Job Purpose

SIAS provides a tailored End-Point Assessment service for science and technical apprenticeships. You will support the Head of Quality and Business Improvement to ensure quality and compliance requirements are maintained within the organisation. You will build relationships with the operational team and quality team to ensure timely completion of assessments and moderation by ensuring all SLAs are adhered to.

Key Accountabilities

- Reporting on the planned assessments to support capacity planning
- Allocating apprentices to Moderators for moderation and communicating this to the wider team
- Supporting Moderators with documentation
- Managing timely completion of moderation and the return of documentation
- Supporting EPAs with submitting assessment evidence and following up outstanding evidence
- Sampling of gateway reviews, ensuring processes are being followed
- Completing audit reviews, ensuring evidence meets regulatory requirements
- Support with data gathering for EQA audits/activities
- Support with standardisation activities
- Complying with OFQUAL requirements and instilling the same standards with moderators?
- Communication of areas for improvement to the Head of Quality and Business Improvement
- Instil good safeguarding practices within SIAS
- Support others and provide training as needed to others on quality processes

Key Performance Indicators

- Timely allocation of moderators to assessments for moderation
- Completion of monthly audits in line with set requirements
- Supporting End-point Assessor team to ensure timely submission of assessment materials
- Supporting Moderator team to ensure timely completion of moderation

Essential Knowledge Skills and Qualifications

- Good understanding of the apprenticeship framework, including end point assessment
- Previous experience of working within an educational sector is advantageous but not mandatory
- Strong organisational skills
- Ability to work under your own guidance



- Motivated self-starter and driven to achieve individual and organisational goals in line with business targets and deadlines
- Ability to adapt to the needs of the business as it grows and develops
- Ability to work under pressure and maintain quality standards
- Proficient in Microsoft
- Ability to build meaningful and productive working relationships
- Ability to coach and monitor for improvement, providing feedback and challenging when required
- Enhanced DBS required

NOTE: This job description is not intended to be all inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.

