

Job Description: External Staff Coordinator

Permanent

Full Time

Location: Sale

Reports to: Head of Quality and Compliance

Salary:

Overview

Training Qualifications UK has grown. We are now among the largest Awarding Organisations in the UK and leading the way with our new End-Point Assessment provision. To support this growth we are widening our associate bank of freelance external staff to support the development and review of qualification and assessment materials, undertake invigilation, assessment and internal verification and support external qualification duties with our partnering centres.

We are looking for an exceptionally organised individual with a sound understanding of assessment principals and practices to support the on-boarding, monitoring and performance management of all external associate staff.

This role will work at the heart of our Quality department and will play a crucial role in ensuring that all freelance staff are supported to deliver high quality services to our customers.

The role requires someone who thrives on being organised, has significant experience in coordination and diary management and is able to work in a fast paced environment offering a flexible and dynamic customer service.

Key Responsibilities

- Regularly liaise with internal departments to determine all external staff needs
- Maximise the usage of external staff between departments to support efficiencies
- Proactively lead on the recruitment of all external staff
- Undertake applicant screening processes and interviews to determine their suitability for each role
- Support the on-boarding of associate staff through a structured induction programme bespoke for external staff
- Monitor and record any conflicts of interest of all associate external staff

- Maintain staff files to record training and development activities undertaken and additional training requirements
- Monitor the upkeep and record CPD records of all external staff
- Undertake performance monitoring activities to ensure quality of service is being provided to all Training Qualification UK customers and centres
- Access information from other external channels to support monitoring and management of all external staff
- Implement and monitor development plans, as required, for all external staff
- Undertake performance management responsibilities for all external staff
- Act as a central point of contact for all external staff to manage communications with and to external staff as well as internal departments
- Produce periodic reports as required for the Senior Management Team

Other responsibilities

- Develop and maintain an understanding of Training Qualifications UK internal processes and of the wider educational landscape
- Maintain excellent in depth knowledge of Training Qualifications UK products and services
- Manage data: inputting, filing and monitoring
- Contribute towards the sales of all Training Qualifications UK products and services inclusive of completion of payments
- Liaise with other departments to facilitate a smooth customer journey for successful sales
- Work to improve and streamline processes and integrate the outcomes of your own work
- Undertake other duties considered within your skill and competence to assist the smooth running of the business as required

Essential Skills/ Experience/ Qualifications

- At least two years assessing experience holding a recognised qualification in Assessment

- Demonstrable experience of coordination and diary management
- Level 2 English and maths qualifications (or equivalent)
- Excellent communication and interpersonal skills including report writing
- Have sound IT skills to support core role functions

Desirable Skills/ Experience/ Qualifications

- Hold a recognised Internal Quality Assurance qualification with experience of undertaking such duties

Key characteristics

Here are just a few of the essential skills and softer skills you will need to successfully join our team:

- Have a willingness to learn
- Be confident, brave and ambitious with a positive “can do, will do” attitude that puts the company before self
- Be courteous
- Be well motivated, energetic, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be trustworthy and take responsibility for own area of work
- Have outstanding organisational and time management skills
- Apply a flexible approach to all work tasks and working relationships, adapt to different environments and solve problems independently
- Be able to keep an eye on the bigger picture and appreciate where your role fits in to the business