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**Job Description – Quality Administrator**

**JOB TITLE**

Quality Administrator

**ACCOUNTABLE TO:**

Quality Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To provide an efficient, effective and robust administration of the college quality system and related documents

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To provide administrative support for the college policies, processes and supporting documents so these are accessible, standardised, controlled and up to date.
* To administer the academic approval proposals and process to include liaison with staff involved in the authoring and approval stages.
* To administer the central storage of EQA reports and the monitoring of any actions arising from these as determined by the Quality Manager.
* To provide administrative support for the college observation schedule to include notifications and relevant follow up communications, where needed.
* To administer a range of documents within the college SharePoint site to meet the requirements of the quality cycle to include Assessment Schedules, Continuous Quality Reviews, IQA Strategies, Assessment Boards and Grade Reporting.
* To provide administrative support for the college Quality Assurance Committee in the production of meeting agendas, minutes, arrangements for audits and the monitoring of corrective actions arising from these.
* To support the tracking and monitoring of learner progress to include the setup of specific systems such as e-trackr and EBS.
* To support the administration of internal and external requests for data, documents or information related to assessments, validations or approvals.
* To provide general support in arranging meetings and quality department activities, where needed.
* Where relevant, to work with a range of college departments including Data Services, Digital Services, Admissions and Recruitment and curriculum departments/staff where needed to support the administration of the quality team.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Quality Administrator**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| Level 3 qualification in relevant subject | **✓**  |  | AF / CERT |
| Literacy and Numeracy Qualifications at minimum Level 2 or be willing to update | **✓**  |  | AF / CERT  |
| 5 GCSEs or equivalent | **✓**  |  | AF / CERT |
| Experience |  |  |  |
| Good working knowledge of Microsoft Office including Word, Excel & SharePoint.  | **✓**  |  | AF / IV / AT |
| Previous Administrative Experience | **✓**  |  | AF / IV / AT |
| Working in a Customer Service / Reception Environment |  | **✓**  | AF / IV / AT |
| Experience of using bespoke databases |  | **✓** | AF / IV / AT |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all  | **✓**  |   | AF / AT / IV  |
| Welcome suggestions for improving standards and offer suggest improvements  | **✓**  |   | AF / AT / IV  |
| Act as a team player  | **✓**  |   | AF / AT / IV  |
| Accept responsibility for personal activities within agreed parameters   | **✓**  |   | AF / AT / IV  |
| Display a high standard of personal integrity   | **✓**  |   | AF / AT / IV  |
| Demonstrate a good understanding of and positive commitment to organisational objectives  |  **✓**  |   | AF / AT / IV  |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner   | **✓**  |   | AT/ IV  |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems  | **✓**  |   |  AT / IV  |
| Organised and attentive to detail  | **✓**  |   | AT / IV  |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand  | **✓**  |   | AT / IV  |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students  | **✓**  |   | AT / IV  |
| Develops relationships with internal customers and gains their respect  | **✓**  |   | IV  |
| Treats internal customers fairly and in a non-discriminatory manner  | **✓**  |   | IV  |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output  | **✓**  |   | AT / IV  |
| Ability to prioritise own work, multi-task and shift priorities  | **✓**  |   | AT / IV  |
| Proactive in taking action to achieve goals  | **✓**  |   | AT / IV  |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview