

Job profile: Assurance Co-ordinator

Reports to:	Assurance Team Manager, Learning and Development
Direct reports:	None
Based:	CQI office, London, with option to work flexibly from home with line manager approval, but currently working remotely until pandemic restrictions are lifted.
Contract:	12-month fixed term contract, full time (35 hours per week)

Role purpose

- Work with an allocation of globally based approved training partners (ATPs), ensuring they comply with the CQI's requirements for learning providers and certified courses
- Provide excellent customer service to ATPs, technical assessors and other stakeholders, ensuring all queries are responded to and resolved promptly

Key responsibilities

- Process applications from ATPs seeking approval for CQI and IRCA certified training courses. Liaise with Technical Assessors to ensure timelines and quality standards for review reports are met
- Support the ongoing quality assurance of ATPs by:
 - Working with the Assurance Team Manager to plan the annual programme of audits
 - Preparing pre-audit briefing packs
 - Reviewing audit reports from Technical Assessors and following up on any corrective actions
- Develop and maintain good working relationships with your own allocation of ATPs, responding to queries promptly by email or phone, and meeting virtually or in person with ATPs as required
- Investigate and resolve complaints and any issues highlighted by learner feedback data
- Support malpractice investigations by communicating with stakeholders and analysing relevant data
- Process invoices for ATPs and technical assessors, resolving queries and proactively chasing late payments
- Co-ordinate the team email and voicemail inbox, responding to enquiries in a timely manner and liaising with colleagues to resolve queries

General

- Take ownership of own development with support from line manager
- Promote a positive working environment, support CQI's values and display the behaviours associated with them
- Represent the organisation in a positive manner to external stakeholders
- Undertake other activities, within reason, as directed by the Assurance Team Manager

Key Skills

- **Communication:** Excellent written and oral skills
- **Stakeholder management:** Ability to develop good working relationships with internal colleagues, and external contacts based around the world
- **Problem solving:** Proactive and collaborative approach to solving problems
- **Customer service:** Ability to meet and exceed customers' expectations
- **Process management:** Good planning and organisational skills to ensure processes are followed correctly and outputs are delivered on time and to the required quality
- **Time management:** Ability to meet deadlines and manage competing priorities
- **Attention to detail:** 'Right first time' mindset

Qualifications and experience

- Degree level education or equivalent experience
- Strong customer service and administration experience
- Competent use of Microsoft Office suite – Word, Excel and PowerPoint
- Experience of using a CRM database

Desirable

- Experience of working for a training or awarding organisation, or a professional body

Date job profile created: April 2021