



# VTCT

**Job Title:** Qualifications Administrator

**Location:** Eastleigh, Hampshire

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors.

As a market leader in the creative industries, VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners and apprentices.

As the world changes, so too do the requirements of education and VTCT plays a vital role in enhancing vocational and technical education standards, championing this work in UK parliament, being a voice for the education of the next generation, not just in the UK, but globally. With a strong vision and an experienced leadership team, we have created an environment ready to embrace the challenges of a new era for the organisation. Our ambitious five-year corporate strategy gives us a strong position from which to find team players ready to join us on this exciting journey.

Principal responsibilities include:

- Performs complex and highly regulated administrative tasks using established procedures, alongside testing new procedures and systems for improvements within qualification development and maintenance
- Undertaking highly regulated administrative tasks relating to the writing, reviewing and scrutinising of regulated qualification products using autonomy to resolve anomalies
- Liaise with Qualification Leads during the formatting and checking processes to confirm technical and non-technical requirements and implements quality procedures for products (qualifications)
- Understands, undertakes, monitors and reviews the department audit processes to ensure compliance and identify any possible improvements in qualification development and regulation
- Maintain an audit trail to support the production of qualification products including quality assurance checkpoints and controlled actions
- Updates and reviews information to ensure accurate data entry on qualification information held on internal and external systems
- Work collaboratively with internal and external contacts to ensure accuracy on translated qualification documentation
- Reviews and identifies new policies and procedures where necessary. Produces, maintain and distribute information and documentation supporting the qualification development processes, assisting in improving effective procedures to ensure fullest regulatory compliance, referring to line manager where appropriate
- Supports the Qualification Department and wider Academic Division on regulatory submissions and audits
- Work collaboratively with other Qualification Administrators, Assessment Administrators, Processing Administrators and the Regulation Officer to deliver on a range of objectives
- Develop and maintain effective, positive and productive relationships with all stakeholders on differing projects
- Liaise with Commercial Division to ensure communications to customers are sent out in a timely manner
- Support the Commercial Division with qualification related projects
- Liaise with external print management partners to ensure efficiency and value
- Maintain the SLA's between internal and external customers
- Provide monthly reports on project progress when leading on projects



- Provide a point of contact over the telephone, email and letters from external and internal customers
- Undertake any reasonable additional duties commensurate with their role

The successful candidate must have:

- Knowledge of working with projects
- Experience of co-ordinating workflow
- Excellent standard of written English
- Excellent attention to detail and proof reading skill, good eye for detail
- Proficient IT skills including Microsoft Outlook, Excel and Word
- Excellent administrative and organisational skills
- Excellent communication and customer service skills (oral and written)
- Ability to prioritise and work calmly under pressure to meet deadlines
- Ability to work under their own initiative and within a team
- Proactive and flexible in approach
- Ability to adapt to change and pick up new systems quickly
- Ability to take ownership and 'think outside the box' to resolve queries
- Willingness to undertake training and development activities
- Have a minimum of 2 years' experience of working in a busy and complex administration environment
- Sound experience and understanding of procedures or systems
- Good time management and organisational skills
- Experience of maintaining audit trails
- Maths and English at Grade C/4 or above (or equivalent)

It would be desirable for the successful candidate to have:

- Knowledge of the responsibilities of an Awarding Organisation
- Knowledge of qualification development and design
- Knowledge of public sector funding
- Competent in the use of Adobe InDesign or similar software package
- Experience of project management
- Experience of working in a regulated environment
- Use of bespoke IT systems
- Project management qualifications
- Be educated to degree level or equivalent

This full-time post attracts a generous package of terms and conditions including 26 days holiday per annum, group stakeholder pension, cash plan, Perkpal and free parking.

**To apply:** please send us your comprehensive CV including full work and educational history to [recruitment@vtct.org.uk](mailto:recruitment@vtct.org.uk)

**Closing date: 30th September**

**Interviews: w/c 14th October**

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Digital Assess Software Ltd which is a wholly owned trading subsidiary of VTCT; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.