



Job Title: Quality Assurance Administrator
Location: Eastleigh, Hampshire
Salary: £23,473

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.

The Quality Assurance Administrator will set up new centres on the Customer Relationship Management (CRM) system and will record and progress centre applications and recognition reports. The Quality Assurance Administrator will update centre details on the CRM including applying sanctions, withdrawal notification and centre closure.

The Quality Assurance Administrator will also have a proactive role in supporting continuous improvement, standardisation events and auditing VTCT compliance.

The Quality Assurance Administrator will support Quality leads as required.

Principal responsibilities include:

- To record and progress centre approval applications through to a conclusion, making decisions on desktop approvals against set criteria and keeping key stakeholders informed on approval application progress and completion.
- To record and progress International QA activity, including approval applications and centre monitoring risk based centre monitoring visits, ensuring that policy and procedure are adhered to by VTCT External Quality Assurers and that effective communication is maintained across other departments.
- To provide high levels of proactive customer support and advice to existing and potential customers on own initiative and as directed by line manager including establishing sustained, effective and productive relationships with customers based upon pro-active research, by having and maintaining an excellent understanding of VTCT's products and services.
- Continuously update and maintain records and data contained in relevant information systems and databases, ensuring data is accurately entered and corrected when necessary.
- Assist in the quality assurance and audit activity to ensure regulatory compliance of the organisation.



The successful candidate must have:

- Organisational and administrative skills
- Ability to work on own initiative, with minimal supervision
- Excellent customer service communication skills through all communication media (oral, written etc)
- Excellent attention to detail
- Willingness to undertake training and development activities
- Ability to work under pressure and meet deadlines
- Flexible in approach
- Ability to travel to professionally represent VTCT at external events
- Experience of working in a busy customer service environment
- Educated to Level 3 standard (A level/NVQ3 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

Closing date: Midday Friday 20th September

Interviews: Week commencing 30th September

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.