

Job Title:	Customer Services Executive – Qualifications Development
Job Type:	Full-time Permanent (5 days / 35 hours per week)
Reports to:	Head of Qualifications
Place of Work:	Norwich head office / Hybrid working or GB home-based

Role Purpose

- Supporting the Head of Qualifications (HoQ), this is a high-profile external and internal customer-facing role which ensures that all the processes, procedures and systems requirements of the ATHE qualification development function are coordinated effectively and in keeping with Ofqual's Conditions of Recognition.
- The role has responsibility for coordinating the development, delivery and continuous improvement of a portfolio of high-quality qualifications that meet ATHE's strategic aims, customer needs and regulatory requirements.

This means the post-holder will:

- Have strong interpersonal and communication skills to act as the main point of communication between the qualifications development function and the requirements of external / internal customers.
- Demonstrate sound administrative and systems management skills with experience of successfully applying these in relevant educational contexts.
- Be collaborative with effective people management skills in working with a network of associates.

Principal Accountabilities

Qualifications Development

- Support the HoQ to ensure all ATHE qualifications comply with Ofqual Conditions and other specific regulatory requirements.
- Contribute to the annual Self-Evaluation process in respect of the Conditions relating to the management and coordination of the Qualifications Development function.
- Support the HoQ to engage with regulatory bodies on matters concerning the relevant, related Conditions.
- Support the HoQ to participate in the development and review of ATHE's qualification strategy and planned roll out.
- Support the HoQ to review ATHE's current portfolio, consulting with stakeholders, analysing data and researching demand for existing and new qualifications.
- Coordinate Qualification Development's main development projects (both Core and Bespoke), including stakeholder liaison, costing, project proposal preparation, project timelines, and project management, recording and review.
- Coordinate Qualification Development's annual qualification review process, including management of the qualifications review schedule, identification of

qualifications and centre-devised assessments to be reviewed, management of liaison with stakeholders, costing, review timelines, review management and recording.

- Coordinate ATHE's Programme Endorsement processes to time and within budget, including triaging applications, costing, liaison with associates/centres, checking associate reports and communicating/recording outputs of the review process.

Customer and Stakeholder Engagement

- Be Qualifications Development's 'front of house' representative to both internal and external customers and stakeholders, triaging activity, managing processes, and involving the HoQ as and when appropriate.
- Alongside the HoQ, attend qualification development / review related meetings with centres and other stakeholders as required.
- Support the HoQ to work with the Head of Business Development and the Head of Quality and Assessment, to develop and enable a joined-up approach to ATHE's overall business activity.

Associate Coordination

- Support the HoQ in managing the Qualification Development Associate pool, ensuring that the pool is fit for purpose, that new associates are interviewed, trained and introduced appropriately and that ongoing Associate updates are timely.
- Ensure that the ATHE Portal is fully utilised to assist Associates with their work, and that steps are taken to ensure that systems are in place to appropriately feedback to all associates on work performance.

Business Administration

- Lead on the coordination of administrative and systems-based requirements for the Qualifications Development function.
- Administer Qualifications Development's systems, ensuring that qualifications are added and updated on the Ofqual & QiW Registers, and on ATHE's operational systems, i.e. Zoho; that customer-facing systems (i.e. ATHE Portal, ATHE Academy) are developed and maintained, and that departmental logs and records are updated and maintained.
- Initiate and participate in key development administrative processes, such as qualification specification/assignment production, support materials production, proofreading of materials, and ongoing policy management review and collation.
- Alongside the HoQ, manage and continuously improve all Qualification Development administrative processes identified above.
- Undertake any other duties appropriate to the role of Qualifications Development Coordinator as determined by the HoQ.

Person Specification

Education and Training	Essential	Desirable
Degree calibre or equivalent	✓	
A teaching / training / assessing qualification		✓
Relevant Experience		
Experience of working with administrative systems and of delivering continuous improvement	✓	
Experience of working in a complex, administrative coordination role	✓	
3-5 years + working in a customer facing role	✓	
Experience of working in highly collaborative environments	✓	
Experience of working in an education / assessment-related environment	✓	
Experience of managing / coordinating qualifications for an awarding organisation		✓
Knowledge and understanding of the RQF and Ofqual regulation		✓
Experience of delivering training		✓
Financial awareness – working with finance and accounting		✓
Skills / Qualities		
Excellent organisational and multi-tasking skills	✓	
Highly collaborative – able to build strong working relationships at all levels	✓	
Excellent communication skills both written and oral	✓	
Commercial acumen – when managing customer relationships	✓	
Good numerical skills	✓	
Flexible and adaptable to change	✓	
High attention to detail – able to digest volumes of data	✓	
Flexible and able to work independently to meet agreed deadlines	✓	
IT literate – sound familiarity with MS Office suite	✓	
Strong commitment to personal development	✓	
Demonstrate a strong commitment to high standards of quality and continuous improvement	✓	