

<b>SECTION A: THE ROLE</b>	
<b>Job Title:</b>	<b>Quality and Employer Satisfaction Coordinator</b>
<b>Institute/Service:</b>	Institute of Business, Industry & Leadership, Employer Engagement & Professional Development
<b>Job Grade:</b>	Grade 06
<b>Job Family:</b>	Services
<b>Job Location:</b>	Energus or Carlisle Fusehill Street
<b>Responsible to:</b>	EEPD Operations Manager
<b>Role Purpose:</b>	
<p>To be responsible for implementing systems to ensure that all activity delivered under contracts supported and managed by the EEPD team meets appropriate quality standards and is undertaken in accordance with UoC procedures and Good Industry Practice. You will monitor the quality of activities in delivery by UoC and contracted providers, informing colleagues of areas of strength and of concern.</p> <p>Working closely with colleagues in the Academic Registry, you will support a joined-up approach to employer engagement and satisfaction by implementing systems to produce timely and accurate reports to employers on the performance of their students (both apprentices and those on other HE and CPD courses) and on the delivery of education to their students, including employer dashboards, contractual KPIs and reports to client meetings and UoC committees</p> <p>You will also support client and stakeholder engagement activities, including ensuring that interactions with employers are appropriately recorded in CRM systems, and developing CRM reports as required.</p>	

<b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b>	
<b>1.</b>	Review and analyse student course evaluation forms and exam results, comparing outcomes across providers, course instances and locations, preparing reports from time to time on individual courses, especially new products. Liaising with course tutors as necessary, collate and present student performance/outcome data for internal and external reporting purposes, including employer dashboards, contractual KPIs and reports to client meetings and UoC committees.
<b>2.</b>	Making use of various corporate information systems (including CRM, student/apprentice record systems), collate and present quality and development data for internal and external reporting purposes, including employer dashboards, contractual KPIs and reports to client meetings and UoC committees to agreed timescales, ensuring that data are reviewed with relevant content experts prior to dissemination. Attend operational, contract and performance review meetings with employers taking minutes and following up actions as required.
<b>3.</b>	Make effective use of CRM software to document (and to support colleagues in documenting) interactions with clients, monitor frequency of interactions and prepare reports on interactions with clients and groupings of clients as required.
<b>4.</b>	Monitor, and where appropriate, audit, completeness of course-specific documentation, supporting preparations for external inspections as required. Monitor completeness of key aspects of student records, following up on errors and omissions to ensure timely and accurate completion.

5.	Ensure systems and processes are adequately documented and that approaches are in place to retain quality standards and ensure that quality management systems are compliant with contractual requirements. Identify areas for improvement and develop systems further as required.
6.	As required, collate data to support other activities such as course accreditation by professional bodies and preparation of tender responses.

**Additional Information:**

You may on occasions, and in line with operational needs, be required to:

- travel to other campuses and sites as necessary;
- work different hours including at weekends/evenings; and
- comply with client security clearance requirements, including DBS and drug & alcohol checks.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

<b>Criteria for Grade 6</b> <b>Role Title: Quality and Employer Satisfaction</b> <b>Coordinator</b>	<b>Essential/ Desirable</b>	<b>To be identified by:</b>
<b>Qualifications</b> Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.  Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.  Hold APM PMQ or other project management qualification, working towards or membership of Professional Body.	Essential  Desirable  Desirable	Application Form  Application Form  Application Form
<b>Experience</b> Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.  Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.	Essential  Desirable	Application Form/Interview  Application Form/Interview
<b>Knowledge, skills and abilities</b> Able to apply a detailed understanding of quality systems and their underlying principles, to act as a main point of contact/ point of referral for specific procedures, systems and processes etc  Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to others.  Skills to research collate and edit material for inclusion in reports/other documents.  Well-developed analytical/problem solving capability to perform detailed analysis of information and identify issues to support decision making.  Ability to provide detailed guidance, coaching, and instruction to develop the knowledge and skills of others.  Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology and development and maintenance of Office 365 packages.  Professional approach to work and work colleagues and an ability to work independently and show initiative.	Essential  Essential  Essential  Essential  Essential  Essential	Supporting Statement/Interview  Supporting Statement/Interview  Application Form/Interview  Supporting Statement/Interview  Application Form/Interview  Supporting Statement/Interview  Interview
<b>Other</b> Commitment to the <a href="#">strategic plan and values</a> of the University especially in relation to equality of	Essential	Interview

opportunity at work and a healthy and safe working environment.		
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