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|  **Title** | **Academy Support Officer (Quality Assurance)** |
| **Reports to** | Academy Manager |
| **Location** | EMD UK head office, Horsham, West Sussex |
| **Contractual Status** | Full time (40 hours per week)  |
| **Salary Band** | Band 2 £17,000-£25,000 per annum |
| **Job Purpose** | Responsible for supporting the general administration, development and quality assurance functions of the EMD Academy and the achievement of relevant targets. |
| **Key Tasks and Responsibilities** | * To support the general administration, sales and course coordination function of the EMD UK Academy including:
	+ Course, product and services administration
	+ Inputting invoices and working with course budgets
	+ Supporting the course planning and coordination process
	+ Distribution of training materials
	+ Lead generation and contacting prospects as part of the sales process
* To support the development of the EMD UK Academy including:
	+ Supporting on specific tasks within the Academy Development Strategy
	+ Support the development of new and existing products and services
	+ Project planning and coordination
* To ensure quality assurance standards are maintained including:
* Supporting the planning and coordination of workforce standardisation sessions
* Supporting on workforce appointment process
* To ensure all students are supported before, during and after their course.
	+ Communication with workforce about learner needs and progress.
	+ Coordinating reasonable adjustments and recognised prior learning as required.
	+ Troubleshooting student questions.
* Be responsible for overseeing the open bursary funding scheme.
	+ Tracking learners that have accepted the open bursary funding.
	+ Processing open bursary applications.
* Administration of and minute taking at relevant meetings and working groups
* To be actively involved in promoting EMD UK via social media and other appropriate channels
* To attend meetings and events as appropriate on behalf of EMD UK
* To support the EMD UK events programme and any relevant projects as required
* To support the EMD UK Academy Manager and other senior staff as required.
* Any other relevant task commensurate with the level of the role and as requested by your line manager or Chief Executive.
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**Person Specification**

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|  | **Essential** | **Desirable** |
| Educated to Level 2 (5 GCSEs or equivalent) | **✓** |  |
| Experience of working in an administration / office based role | **✓** |  |
| Experience of project / programme or event administration |  | **✓** |
| Understanding of general finance and working with budgets |  | **✓** |
| Understanding of good customer service and its importance | **✓** |  |
| Good communication and interpersonal skills | **✓** |  |
| Good organisational and time management skills | **✓** |  |
| Ability to meet deadlines and work under pressure | **✓** |  |
| Ability to work as part of a team | **✓** |  |
| Ability to be flexible, adaptable and follow procedure | **✓** |  |
| Ability and willingness to travel throughout the UK and to work evenings and weekends as required | **✓** |  |
| Competent in the use of basic IT systems, website administration & social media  | **✓** |  |
| Live within a commutable distance to Horsham or be willing to re-locate | **✓** |  |

**This job description is not to be regarded as exclusive or exhaustive. It is intended as an indication of the areas of activity and can be amended at any time in response to the changing needs of the organisation.**