

Vocational Qualifications Coordinator

Salary c£24,000pa
Full Time

RSL is committed to providing the best, most industry relevant qualifications for tomorrow's creative professionals. In a recent Engagement Survey, our employees overwhelmingly expressed their pride in working for RSL, highlighting our innovation and agility as well as our strong commitment to staff development and promotion. We are proud to reflect the richness and diversity of our product range in our recruitment and employment practices.

RSL

RSL Awards Ltd is the world's leading specialist Music and Creative Arts Awarding Organisation, operating in over 50 countries across the world. We assess and certificate over 80,000 music and performance arts examinations and qualifications a year. We pride ourselves on our knowledge of the sectors we work in and the quality and integrity of the qualifications we award. As a specialist contemporary arts awarding body, RSL creates engaging Vocational Qualifications to reflect the changing demands of the creative industries, with an ongoing commitment to motivate and support teachers and learners alike.

At RSL we believe our success is down to the people who work for us. RSL is committed to providing opportunities for professional growth and development in a work environment that is innovative, dynamic and supportive which values professionalism and academic rigour at its core.

The Role

Coordination of the day to day administration requirements of the Vocational Qualifications function for Vocational Centres, External Quality Assurers and External Assessors.

Duties will include

- Administrating the Vocational email inbox, answering questions where possible and referring as applicable
- Answering Vocational phone calls, logging queries, answering questions and referring, as required
- Providing support to Vocational Qualifications officers around administrative processes
- Administrating more complex procedures such as centre approval applications, late registrations and non-standard academic year applications
- Logging, tracking and analysing key activities throughout the year in relation to centres, External Quality Assurers and External Assessors
- Database administration and record keeping
- Production and distribution of certificates and results to all Vocational Qualification delivery centres
- Providing support to other members of the team during regulatory audits
- Other day to day administration for the VQ or Operations teams, as required.

You will have:

- Strong IT skills
- Experience in, or demonstrate an aptitude for, customer service
- Excellent communication skills and telephone manner

Personal Characteristics:

- Well presented, organised and hardworking
- Excellent attention to detail
- Good at juggling tasks and prioritising workload
- A great team player
- Ability to show initiative and put the customer first

RSL is an equal opportunity and Living Wage employer.

We are committed to ensuring no applicant or employee is discriminated against on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race. In line with the wide range and diversity of our product range, we particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates as they are currently under-represented at head office.



Applications to careers@rslawards.com

Closing date: 31 July 2021

We reserve the right to appoint prior to the closing date. Early application is advised.