



RSL

Awarding the Contemporary Arts



Our History

In 1991, RSL (Rockschool Ltd) had a dream to change the landscape of formal creative education, and sought to become the first viable alternative to the traditional offerings available in Britain at the time.

Founders Norton York and Simon Pitt initially developed a guitar, bass and drums syllabus for the contemporary musician. Rockscool began offering these exams in the summer of 1991, making it the world's first graded exam syllabus for popular music.

Having broken the mould of graded music exams, RSL has continued to innovate in the contemporary creative education world bringing its model of practical, relevant qualification design in the creative arts for schools, colleges and training providers.

Our objective is, as it has always been, to provide access to creative education for the many, not the few.

RSL's market leading Vocational Qualifications portfolio is now delivered in schools, colleges and training providers both in the UK and internationally, covering music and the music industry, performing arts, creative digital media and artist and entrepreneur development.

In 2018, RSL proudly received the Queen's Award for Enterprise in International Trade. Widely regarded as the most prestigious business award in the country, the award celebrates the UK's small and medium sized businesses for outstanding achievement.

Throughout our history we have continued to innovate and disrupt. We are quick to identify opportunities and needs within our field, agile in our response to the changing market, and committed to ensuring that contemporary creative arts education provision is relevant, accessible and valued.

We pride ourselves on delivering the most academically rigorous and industry relevant qualifications, designed to support all aspiring, performers, producers, educators and teaching establishments – wherever they may be.



Our Business

RSL Awards Ltd is the world's leading specialist Music and Creative Arts Awarding Organisation, operating in over 60 countries across the world. We assess and certificate over 100,000 music and performance arts assessments 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.

At RSL we believe our success is down to the people who work for us. We are 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.

RSL Today

We have continued to innovate, diversify and focus on developing new growth opportunities for the business. The engagement, commitment and dedication of our talented teams ensured that during this period, RSL has succeeded in:

- Enhancing our products to use class leading digital technology
- Accelerating our plans for expanding and developing our digital offering, including Recorded Digital Exams, Live Stream Digital Exams and digital music theory / production exams.
- Introducing 'RSL Classical' with the launch of our classical piano and violin syllabuses, disrupting and challenging the market once again with this diverse, inclusive and innovative collection of contemporary classical music.
- Expanding both our suite of Vocational Qualifications and the number of centres delivering these.
- Building progressive, accessible and inclusive methods of assessments for large organisations that is built into delivery.
- Adapting effectively to remote working whilst continuing to train, develop and engage our head office employees, examiners and assessors.



Vocational Qualifications (VQ) Coordinator

Salary £27-28,000

JOB SUMMARY / PURPOSE

We are looking for a dedicated and organised Vocational Qualifications (VQ) Coordinator to join our team. In this role, you will work closely with schools and colleges that deliver our Level 1 to Level 5 vocational qualifications, providing ongoing support throughout the academic year. You will be responsible for managing day-to-day administrative tasks, responding to customer queries, and ensuring that all documentation and records are accurately maintained. Additionally, you will support the Operations Manager in coordinating VQ processes to ensure timely and accurate certification during the summer period.

The role will require flexibility, as there is a hybrid working model with some days working from home and others in the office. The ability to work independently and manage your time effectively while working remotely is essential. It is also important to note that a significant part of the role will require in office activity, particularly when it comes to certificate printing and processing.



Apply Now

Applications by CV and cover letter to:
careers@rslawards.com

RSL reserves the right to appoint prior to closing date so early application is advised.

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 candidates and those from the global majority as they are currently under-represented at head office.

KEY DUTIES AND RESPONSIBILITIES:

- Support the Operations Manager in coordinating VQ processes, including assessment, moderation, quality assurance, and centre monitoring, ensuring smooth and efficient operations.
- Respond promptly and professionally to customer queries via email and telephone, adhering to service level agreements and maintaining a high standard of customer service.
- Directly responsible for performing essential administrative duties, such as monitoring and checking documentation, maintaining tracking systems to ensure the information is up to date.
- Take the lead in monitoring important deadlines and providing support to ensure the timely completion of tasks, following up as necessary.
- Take the lead in monitoring the allocation of contractors for various VQ related activities throughout the academic year, ensuring the finance tracker is regularly and accurately updated.
- Responsible for the processing and issuance of certificates, ensuring accuracy and timely delivery.
- Have an awareness of regulatory compliance and ensure adherence to relevant standards and guidelines in day-to-day operations.

GENERAL DUTIES & RESPONSIBILITIES:

- Work closely with the rest of the Customer Relations Team to ensure an efficient and customer focused environment; monitoring of KPIs and communication quality.
- To maintain courteous and professional relations with customers and stakeholders of RSL always treating them with care and consideration.

- To undertake any other duties as requested by line management which are commensurate with the role including project work and absence cover.
- To comply with the policies and procedures of the Company at all times.
- To undertake training as necessary in line with development of the post.
- To participate fully in the performance management process and undertake Continuing Professional Development as required.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To ensure compliance with the Data Protection Act 2018 and other relevant legislation.

RESPONSIBILITIES:

- Strong IT and administrative skills.
- Excellent written and verbal communication skills.
- At least 1 year of experience in a professional administrative environment is essential.
- Previous experience working within an Awarding Organisation is desirable.
- Person Specification:
- A hardworking individual committed to the role, with a strong work ethic and a willingness to rise to challenges.
- Ability to show initiative and solve problems as they arise.
- Highly organised, with the ability to prioritise tasks effectively.
- Exceptional attention to detail and accuracy in all tasks.