

# Vocational Qualifications Coordinator

Salary c. £24,000pa  
Full Time

Due to internal promotion, we are seeking a well-organised, detail oriented Graduate with excellent communication and customer service skills to join our growing business.

## RSL Awards Ltd

RSL is a leading International Music, Performing Arts and Creative Digital Media awarding organisation. Based in SW London we operate in 50 countries around the world organising, assessing and certificating 80,000 music, performing arts and creative digital media exams and vocational qualifications annually. These are supported by over 180 books in print, both online and in hardcopy format.

## The Role

Reporting directly to the Head of Vocational Qualifications (Operations), the role focuses on coordinating the day to day administration requirements of the Vocational Qualifications function for Vocational Centres, External Quality Assurers and External Assessors. Key duties and responsibilities:

- Administrating the Vocational email inbox and phone calls, answering questions where possible and referring onwards where as necessary
- Administrating more difficult/complex centre queries via the Vocational email inbox and phone calls
- Logging centre issues, tracking problems within centres and ensuring timely resolutions
- Tracking external assessment with regards to centres
- Monitoring EQA and SEQA activity including the upload and monitoring of documents
- Raising any EQA/EA issues with the Head of Vocational Qualifications (Operations)

- Chasing up reports from EQA/EAs when not received
- Supporting Head of Vocational Qualifications (Operations) to investigate existing issues
- Providing suggestions and plans for development of operational processes
- Development of new projects and processes under the guidance of the Head of Vocational Qualifications (Operations)
- Providing guidance to the VQ Officers around administrative processes
- Ensuring centres obtain feedback in line with key dates calendar
- Database administration and record keeping
- Production and distribution of certificates and results to all Vocational Qualification delivery centres
- In consultation with the Head of Compliance and Responsible officer, ensuring that all systems meet regulatory requirements

**You will have:**

- A degree level education
- A commercial focus
- Strong networking and excellent interpersonal skills, including active listening and the ability to communicate effectively and persuasively.
- Ability to establish, develop and maintain long lasting business relationships.
- Willingness/ability to travel extensively.

**Personal Characteristics:**

- Ability to maintain confidentiality at all times and to comply with the Company policy on handling confidential/sensitive data, thus ensuring security in the management and use of information.
- Well presented, hardworking, tenacious and persistent
- Capable, professional and customer focused
- Self-motivated, passionate, and have an entrepreneurial spirit
- Enjoy a challenge and a fast-paced corporate culture
- Strong presence with solid influencing skills

Please apply by sending your CV and a cover letter to [JaneProffitt@rslawards.com](mailto:JaneProffitt@rslawards.com)

**Closing date: 6 March 2020**