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|  **JOB INFORMATION****JOB DESCRIPTION** |
| **JOB TITLE** | Quality Support Role | **LOCATION/CAMPUS** | Oxford |
| **RESPONSIBLE TO** | Project Team Leader | **GRADE** | Business Support – 2 (Fixed term 6 months – opportunity to extend for the right candidate.) |
| **JOB PURPOSE**  |
| The Quality Support Role will work as part of the Project Office team and gain relevant operational and administration experience. The main focus of the role will be to assist the Quality Lead to ensure all participants are enrolled onto the projects correctly, their data is collated accurately and efficiently. It will be essential that good working relationships are built with the Activate Learning Data team to ensure the effective running of the projects.  |
| **MAIN DUTIES AND RESPONSIBILITIES**  |
| **Planning & organising*** Assist with daily operations and administration duties.
* Assisting with participant enrolments and initial assessments.

**Communicating*** Answering telephone and directing callers.
* Meet with new participants.
* Work with the data collection team.
* Provide support for clients and colleagues.
* Become conversant with project knowledge.

**Teamwork & team development*** Work as part of a team and participate in meetings and training days.
* Develop productive working relationships with colleagues and clients.
* Undertake any other duties as required and would be reasonably expected, appropriate with the post.

**Compliance and quality management*** Complete work accurately and to agreed timescales.
* Adhere to the Equality and Diversity Policy, Health and Safety procedures, operating procedures, customer service standards and dress code at all times.

**Innovation & development*** Identify system and process improvements.

**Environment and Culture*** Ensure that all colleagues, students and clients receive exemplary service and attention at all times.
* Support all members of the project office as and when required.

**Likely day to day tasks*** Scanning of project documentation and upload to external systems.
* Filing of project documentation in participants files.
* Working with spreadsheets to record project data
* Creating spreadsheets to record project data
* Create participant packs
* Data processing and input
* Audit of project data
* Telephone project participants
* Email and written letters to participants

**Education**Whilst carrying out your Apprenticeship, you will study the framework of the “Level 2 Intermediate Apprenticeship in Business Administration”. Components include:* Level 2 Diploma in Business Administration
* Level 1 –English, Maths and ICT- unless valid exemptions can be provided.
* Employee Rights and Regulations

Personal Learning and Thinking Skills |
| **GROUP/ EMPLOYEE RESPONSIBILITIES** |
| * To always work and act in accordance with the group’s Vision, Values and Strategic Plan
* To demonstrate professional behaviour and appearance at all times
* To be responsible for ensuring that the activities under your control are conducted in accordance with the safeguarding and health and safety requirements of Activate Learning’s policies and procedures
* To safeguard the welfare of children, young persons and other vulnerable people for whom you come into contact with, ensuring a learning environment where students feel safe and supported, and British values are celebrated
* To be accountable for own safety and that of colleagues/ visitors to the workplace
* To work in a flexible manner and be willing to undertake other duties as reasonably requested
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| **QUALIFICATIONS & EXPERIENCE** | **TECHNICAL COMPETENCIES /SKILLS** | **BEHAVIOURAL SKILLS** |
| Essential* Literate and numerate
* IT Literate
* Strong personal organisation skills
* Accurate and attentive to detail

Desirable* Experience of working in an office environment
 | Essential* Computer literate – experience of working with Microsoft packages, Word, Excel
 | Display and role model the Activate Learning Standards of Behaviour:**TAKE RESPONSIBILITY**, doing what we say we are going to do by:1. planning ahead
2. staying focused
3. meeting agreed deadlines

**EARN RESPECT**, being positive with each other by:1. listening attentively
2. being honest

**AIM HIGH**, going further by:1. setting challenging goals
2. being resilient
3. improving continuously

**MAKE IT HAPPEN**, by:1. taking initiative
2. inspiring each other to meet all these standards
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***This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Group need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.***

***Diversity Statement***

*Activate Learning recognises and values the enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of the Group. We therefore aim to provide an education service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation.*

***Health & Safety Statement***

*All employees have a responsibility to promote and maintain a safe and healthy working environment, by taking reasonable care of their own health and safety at work and the well-being of colleagues and students. Line managers have specific responsibility for the health and safety of the team for which they have general management responsibility.*

***Safeguarding Statement***

*Activate Learning is committed to the safeguarding and welfare of young people and expects all employees and volunteers to share this commitment.*

***Disability Confident Committed Statement***

*Activate Learning are committed to employing disabled people and will ensure our recruitment process is inclusive and accessible. We guarantee to offer an interview to all applicants with a disability provided they meet the essential criteria for a role. We will anticipate and provide reasonable adjustments as required and support any existing employee who acquires a disability or long-term health condition, enabling them to stay in work.*