



## New Business Co-ordinator

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**Job Title:** New Business Co-ordinator

**Department:** Quality Assurance

**Location:** Sheffield Office, with hybrid working available.

**Pay:** £16,800 (£28,000 FTE)

**Contract:** 12 months contract.

**Hours:** 3 days, 22.5hrs a week.

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### Job Summary

SFJ Awards is a regulated Awarding Organisation in England, Wales, Northern Ireland and Scotland. SFJ Awards is also an Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessments to apprentices on a growing number of apprenticeship standards.

This role requires someone who thrives on being organised yet flexible enough to keep up with developments in a dynamic landscape.

To onboard all new additional qualification, and course approvals in line with agreed key performance indicators.

### Key Responsibilities

Key responsibilities reporting to the quality assurance and improvement manager, the post holder's key responsibilities will include:

- The onboarding of all panel approved new business opportunities in association with key performance indicators.
- Ensure all new business applications are monitored, tracked, recorded on approved trackers/systems, and provide weekly updates to the quality assurance and compliance manager.
- Report any potential approval delays and/or areas of concern to the quality assurance and compliance manager.
- Consistently communicate with and update customers, including the effective management of expectations.
- Monitor and progress pre-approval action plans, documented on EQA approval reports.
- Work alongside the quality assurance and compliance manager, quality assurance officers, EQA's, business development officers, and organisational colleagues and build positive and productive relationships.
- Attend scheduled on-boarding progress meetings.

- To assist the quality assurance team with general quality assurance responsibilities upon request.
- Working as an effective team member to support SFJ Awards to achieve business objectives.
- Acting in accordance with organisational values and behaviours and as an ambassador for SFJ Awards and the wider Workforce Development Trust in all interactions with contacts, both internal and external.

## Person Specification

Criteria	Essential	Desirable
<b>Education and Qualifications</b>		
Teaching, training, assessor quality assurance qualifications		x
Degree or diploma level qualification in any field, or equivalent experience gained within a regulated Awarding Organisation		x
<b>Knowledge</b>		
Understanding of the External Quality Assurer (External Verifier) role as carried out by an Awarding Organisation.		X
Knowledge of the regulatory requirements of the UK qualification regulators.		X
Knowledge of vocational qualification assessment and quality assurance processes and practices		X
<b>Experiences</b>		
Experience of planning and coordinating a program of activities across a range of locations and involving a range of parties.	X	
Experience of assessment and internal quality assurance.		X
Experience of recruiting, assigning work to and performance managing external providers of services/associates.	X	
Experience of implementing defined financial procedures relating to contract delivery.	X	
Experience of building and sustaining effective working relationships with customers and stakeholders from different organizations.	X	
Experience of managing multiple streams of work to achieve defined objectives.	X	
<b>Skills and Abilities</b>		
Strong communication, influencing and interpersonal skills $\Pi$ Ability to follow, evaluate and propose improvements to operating procedures.	X	
Strong attention to detail.	X	
Able to interpret information and form sound and reliable judgements based on evidence.	X	
Strong customer service skills.	X	
$\Pi$ Able to work on own initiative and as part of a team, delivering to time, cost and quality requirements.	X	
Able to work on own initiative and as part of a team, delivering to time, cost, and quality requirements.	X	
Ability to manage conflicting demands and deadlines.	X	
$\Pi$ Competent IT use.	X	
<b>Other</b>		



Able to work autonomously with self-motivation, resilience, and confidence.	X	
Able to take a flexible approach to tasks, travel, and hours of work.	X	

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## Job Description Completion

<b>Name</b>	John Paul Tonge
<b>Job Title</b>	Quality Assurance & Compliance Manager
<b>Department</b>	SFJ Awards
<b>Date</b>	13.10.23

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

## Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

## Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

## Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work



The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

### **Confidentiality**

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the work place.

### **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever. All job descriptions are subject to review. Post holders are expected to be flexible and prepared to carry out any similar or related duties, which do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.