**The Highfield Group**
Job Description

EQS Coordinator

**Document Control**

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# JOB DESCRIPTION

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| --- | --- |
| Job Title | EQS Coordinator  |
| Responsible to | EQS Manager |
| Responsible for | N/A |

# JOB PURPOSE

The EQS Coordinator will work within the External Quality Support Team to ensure the quality of internally assessed qualifications offered by Highfield is achieved and maintained. As an office-based member of the team, the EQS Coordinator will be responsible for contacting our customers to schedule reviews and preparing reports as required.

# MAIN RESPONSIBILITIES

Ensuring that all areas of responsibility are compliant with regulatory requirements. If areas of non-compliance are found, reporting these immediately in line with policy/procedure and develop/undertake actions to rectify.

Working with all members within Highfield to ensure all regulatory requirements are fulfilled and Highfield is recognised as a best practice Awarding Organisation by Centres and regulators alike.

Work with assigned quality assurance staff, in the form of Highfield Visiting Officers to coordinate their diary, book in for Centre visits, provide information and support.

Manage Centre visits by specific regions, allocating the correct Visiting Officer in the area.

Ensure Centre engagements include all appropriate types of review, with a view to efficient, cost-effective working.

Liaise with various departments to ensure that all required engagements to Centres are arranged, and that relevant personnel are aware of the engagement.

Create and send visit planners to the Centre.

Review and amend Engagement Visit Records (EVR) following submission from the Visiting Officer.

Provide feedback to the Visiting Officer on their EVR, and request any further detail/information as required.

Track all engagements on EQS Visit tab, and update as necessary; track action plans for Centres following EVRs, add to EQS Visit tab, and update in outlook.

Dealing with feedback to be provided to the Centre following engagements e.g., EVR Reports, and providing continual support and guidance to Centres. This may be done either by telephone or email. This will also include liaising with the Centres/Visiting Officers via email and telephone about their availability.

Dealing with day-to-day queries from customers and internal departments. Answer and respond to inbound calls and emails; ensure customer queries are dealt with swiftly and to a satisfactory level.

Work with the team to ensure that Service Level Agreements are being met.

Work with Visiting Officers and our customers to schedule engagements and provide information and support

Create and send Visit Planners to the Centre to ensure they have the correct information on what the engagement will entail in order to prepare in advance

Review and amend reports following submission from the Visiting Officer prior to sending onto the customer

Provide feedback to the Visiting Officer on their report where needed, and request any further detail/information as required

Using the Highfield system to process learner information in order for certificates to be issued

Set and track actions for Centres following the engagement

Monitor Centre compliance with regulatory requirements and remove Centre or qualification approval if required

Liaise with various departments to ensure that all required engagements to Centres are arranged

Manage own workload and work with the team to ensure that Service Level Agreements are being met

Ensure conflicts of interest are considered and declared in line with company policy

Arrange for the provision of feedback to the Visiting Officer on their EVR, and request any further detail/information as required.

# KEY COMPETENCIES

Be punctual and maintain high levels of attendance.

Ability to work under pressure and to tight deadlines.

Be flexible and able to work on own initiative & as part of a team.

Accuracy is paramount.

# POST HOLDER’S OBLIGATIONS

To carry out their duties having full regard for “The Highfield Way of Working” (please see below).

To carry out their duties in accordance with the Highfield equal opportunities policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

The timely and professional dealing with internal enquiries in writing, by email or over the telephone.

To be competent in the use of all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook)

To deliver the highest standard of Customer Service, in line with Highfield Core Values

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.