

Job Description

Job Title:	Qualifications Centre Coordinator
Reports to:	Compliance and Quality Assurance Manager
Line reports:	n/a
Contract:	Permanent
Hours of work:	Full time, agile working
Location:	RSPH operates an agile working policy with some attendance at our London office according to business need.
Salary:	£28,000 - £31,000 depending on experience

Key Responsibilities:

- Supporting the Compliance and Quality Assurance Manager to provide Centre Administration support, including Centre approvals, Audits and Compliance
- To process all Paper based and e-assessment bookings, within agreed timeframes
- To help process and import all MCQ results to Creatio within agreed timeframes
- Carry out item analysis of multiple-choice examination questions and enter this information into the question banks as appropriate.
- To administer all results, paper based and e-certificates to centres within agreed timescales
- To assist the Qualifications Operations Executive, with the daily administration of qualifications and providing support to centres delivering, or wishing to deliver, qualifications within their defined sector
- Assist in the production of RSPH examination papers for both paper bases and e-Assessment
- Lead the organisation and/or attend support events for Centres.
- Liaise with External Partners and attend Monthly meetings (SCD, Creatio, Surpass)
- Working with RSPH Communications team to compose qualifications social media content
- Provide information to the Director of Qualifications as requested
- To carry out all work in a timely manner and to meet agreed timescales and deadlines
- Maintain awareness of relevant issues in education, training and assessment.
- Maintain a full understanding and awareness of all relevant activities of RSPH.
- Undertake any other activities as agreed by the Director of Qualifications
- To work closely with the Head of Education and Assessment in the design, development, review, evaluation, and ongoing maintenance of RSPH qualifications,

including the creation, review, updating, and maintenance of question banks, examination papers, and other assessment materials.

Knowledge, skills and abilities:

- Computer literate (experience of using word, excel and databases)
- Excellent telephone manner
- Excellent written and oral communication skills
- Customer focus approach to work to work to deadlines
- Team player and able to work on own initiative
- Able to prioritise work and multi-task
- Keen to learn
- Self-Starter
- Analytical
- Accurate
- Tactful and diplomatic
- Able to maintain confidentiality
- Availability for out-of-hours evening work and commitments away from home

Desirable:

- Experience of Creatio and Surpass
- Relevant experience with a regulated Awarding Organisation
- Experience of producing assessment materials and examination papers
- An understanding of diversity and equal opportunity issues