

## ROLE PROFILE

### Role Details

<b>Job Title:</b> Quality and Compliance Coordinator	<b>Pillar / Department:</b> Quality and Compliance
<b>Responsible for:</b> N/A	<b>Location:</b> Head Office
<b>Line Manager Job Title:</b> Quality and Business Improvement Manager	<b>Created:</b> 17 January 2025 <b>Last Updated:</b>

### Job Goal

To support the Quality department in the effective management and continuous improvement of Lantra's quality management system by efficiently scheduling internal audits and maintaining accurate records and systems
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### Role Responsibilities

Responsibility	Outcome and measures
<b>Quality</b>	
Scheduling of business improvement reviews and internal ISO 9001 audits	<ul style="list-style-type: none"> <li>All business improvement reviews, and internal audits are scheduled and completed within the designated time frame.</li> <li>Reviews and audits are scheduled and completed as per the annual plan.</li> </ul>
Assisting with the management of technology solutions, specifically Teams and SharePoint sites	<ul style="list-style-type: none"> <li>Efficient and effective use of Teams and SharePoint for collaboration and document management.</li> <li>High user satisfaction rate based on feedback surveys.</li> <li>All policies, processes, procedures and associated documents are stored and managed within SharePoint.</li> </ul>
Completion of administrative elements of ISO 9001 audits, such as audit schedule, clause tracker and corrective actions report.	<ul style="list-style-type: none"> <li>All administrative elements of ISO 9001 audits are accurately completed and up to date.</li> <li>High accuracy in audit schedules, clause trackers, and corrective actions reports.</li> </ul>
Support in ensuring the corrective action process is effectively implemented and actions are closed in a timely manor	<ul style="list-style-type: none"> <li>Corrective actions are effectively implemented and closed within the specified time frame.</li> <li>Records are maintained as required.</li> </ul>
Support in the necessary preparations for the annual external ISO 9001 audit.	<ul style="list-style-type: none"> <li>Successful preparation for the annual external ISO 9001 audit.</li> <li>Documentation reviews and preparations are completed before the external audit.</li> </ul>
Assist with the ongoing maintenance of the Business Improvement planner	<ul style="list-style-type: none"> <li>The Business Improvement planner is consistently updated and maintained.</li> <li>Updates are made within 48 hours of identification; high accuracy in the planner's content.</li> </ul>

<b>Regulatory Compliance</b>	
Preparation of data for item level analysis of multiple-choice questions	<ul style="list-style-type: none"> <li>Download item level data from the XAMS system for each group of assessments and prepare the data for analysis on an annual basis for each group</li> </ul>
Support the production of annual qualification performance reports	<ul style="list-style-type: none"> <li>Collate qualification performance information from Quartz</li> </ul>
Compilation of data for regulatory returns	<ul style="list-style-type: none"> <li>Download data from Quartz and validate ahead of submission to the regulators</li> </ul>
Admin support for Quarterly Quality Assurance Review meeting	<ul style="list-style-type: none"> <li>Prepare agendas and record actions and key points in the meeting and manage the action log</li> </ul>
Collation of information on provider and assessor performance	<ul style="list-style-type: none"> <li>Collate assessor and provider performance information from quality assurance reports and also Quartz</li> </ul>
Management of the Regulatory Compliance action plan and supporting with the compliance statement process	<ul style="list-style-type: none"> <li>An annual plan is to be prepared and managed ensuring that the required evidence of completion is understood by owners and that time frames are adhered to</li> </ul>
Provision of administrative support with appeals and malpractice cases	<ul style="list-style-type: none"> <li>Open case files and ensure documentation is stored in an efficient way, a timeline for each case should be produced, setting out what happened and when.</li> </ul>
Investigation of accidents and incidents	<ul style="list-style-type: none"> <li>Open case files and ensure documentation is stored in an efficient way, a timeline for each case should be produced, setting out what happened and when.</li> </ul>

## Person Specification

### Knowledge / Skills Required

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good Microsoft Office skills, especially Word and Excel (ability to develop and maintain spreadsheets/data to be used for analytical purposes)</li> <li>• High standard of written and oral communication</li> <li>• Understanding of the ISO processes relating to quality assurance</li> <li>• Attention to detail with the ability to deliver to deadlines.</li> <li>• Commitment to deliver high standards.</li> <li>• Organisational skills with ability to prioritise</li> <li>• Team working</li> <li>• Proactive thinking</li> <li>• Ability to convey simple numerical information suitable to the audience.</li> <li>• Ability to maintain quality systems processes and maintenance of document audit trails.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the qualification and training sector</li> <li>• Understanding of Quartz (or other assessment processing system)</li> <li>• Understanding of XAMS (or other online assessment platform)</li> </ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Processing information and accurately analysing data and produce accurate reports suitable for the audience.</li> <li>• Operating quality assurance systems and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a qualification-based and/or regulated environment.</li> </ul>

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• High level of secondary education (A-Levels, BTEC, NVQ)</li> <li>• GCSE equivalence in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• ISO Internal Auditor</li> </ul>

### Behaviours

Essential	Desirable <i>(may be adapted to suit role)</i>
Customer First	<ul style="list-style-type: none"> <li>• Continually seeks improvements to customer service</li> <li>• Aims to solve customer problems quickly and in full</li> <li>• Rises to challenges to take ownership of customer issues</li> </ul>
Commercially Driven	<ul style="list-style-type: none"> <li>• Understands the business structure and their role in achieving business plan</li> </ul>

	<ul style="list-style-type: none"> <li>• Strives to get think commercially to achieve cost savings</li> <li>• Looks to streamlining process, costs and resources to focus on adding value</li> </ul>
Collaborative	<ul style="list-style-type: none"> <li>• Encourages effective communication across all levels</li> <li>• Shares knowledge and information</li> <li>• Asks questions and checks understanding</li> </ul>
Camaraderie	<ul style="list-style-type: none"> <li>• Shares knowledge and information with team members and colleagues across teams.</li> <li>• Recognises and responds when others require help and support</li> <li>• Is approachable and open to the ideas of the team</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Acts as a role model of the corporate values and behaviours</li> <li>• Develops trust by delivering on promises and communicating all changes</li> <li>• Engages with others and makes suggestions or offers help when it is needed</li> </ul>
Personal Effectiveness	<ul style="list-style-type: none"> <li>• Take ownership of a task they have been allocated and follows through</li> <li>• Plans ahead and communicates these plans to those who need to know</li> <li>• Is more proactive than reactive in their approach</li> <li>• Is adaptable when the needs of their role or the organisation changes</li> </ul>