



Quality Assurance Administrator

JOB PURPOSE

To ensure both EDT's and industry-led programmes are delivered against the Industrial Cadets accreditation benchmark and their impact is measured.

To implement streamlined processes and best practice across EDT.

ABOUT THE ENGINEERING DEVELOPMENT TRUST (EDT)

EDT is an educational charity established 30+ years ago. Our mission is to connect young people with industry and inspiring STEM futures. Young people are at the heart of what we do and through providing industry informed, curriculum enhancing learning experiences, we help them develop personal and interpersonal skills, fulfil their potential, and make informed decisions about their future.

We are going through an exciting period of transformation. We are looking for a motivated person to join our Quality Assurance team to support our Industrial Cadets accreditation work and contribute to business process and systems improvement.

Industrial Cadets is a nationally recognised accreditation, award and network, offering recognitions for the young person, employer, and educator. It creates a pathway through education to employment by providing quality experiences and projects within a framework following a rigorous quality assurance process.

By joining EDT, you will have the opportunity to support thousands of young people each year.

Reporting to: Quality Assurance Manager.

Salary: Band A, up to £27,800, depending on skills and experience. **Permanent contract.**

Benefits: 25 days annual leave per year plus bank holidays; pension (up to 10% employer contribution); life insurance (3 times annual salary); hybrid and flexible working; well-being support.

Location: Hybrid working, with travel to one of our regional offices as and when required.

The preference is to be based close to our Manchester office, however applicants within commutable distance of one of our other offices (Glasgow, Birmingham, Welwyn Garden City, Southampton and Plymouth) will be considered.

Hours: Full time (37.5 hours per week).



RESPONSIBILITIES

Quality Assurance

- Deal with external and internal enquiries
- Work closely with Industry Engagement and Partnership team to deliver industry-led (external) accreditation in a timely manner
- Lead the materials ordering process, including the distribution of certificates and badges to regional offices and external partners
- Take the lead on external partner feedback surveys, student data requests and observation reports, working with partners to ensure their completion and return
- Manage Quality Assurance data dashboards and work with the Head of Impact to provide evaluation and impact statistics for external Industrial Cadets accreditations
- Liaise with the Marketing team to update Industrial Cadets and Quality Assurance partner materials (such as certificates and information packs) on a periodic basis
- Perform an internal Quality Assurance moderation process three times a year to ensure consistency of delivery from internal teams and escalate any feedback where appropriate

CRM Support

- Be a HubSpot 'super-admin', acting as an initial point of contact for internal staff queries, making changes to the system and escalating queries internally and to external partners where appropriate
- Manage the support ticketing process for HubSpot queries
- Support, and eventually lead, weekly online HubSpot drop-in sessions for internal staff enquiries
- Perform data quality audits on HubSpot, ensuring data is entered consistently by teams in accordance with their processes, cleansing data where appropriate

Business Improvement

- Actively support the Quality Assurance Manager and Operations Director on continuous improvement projects, including supporting with team requirement gathering and process documentation
- Proactively identify opportunities to streamline internal processes or potential new initiatives, communicating this to the Quality Assurance Manager



PERSON SPECIFICATION

Essential

- Professional and proactive, with real pride in the quality of work
- Ability to take initiative and proactively investigate solutions to current and potential issues
- Excellent interpersonal and communication skills
- A team worker who can liaise and collaborate with colleagues and other stakeholders
- Organised- can manage workload and deadlines and demonstrate effective time management
- Attention to detail and analytical skills
- Very confident IT user, in particular with CRM systems and Microsoft Office
- Positive and resilient attitude

Desirable

- Experience of the charity or education sector
- Experience of HubSpot and Microsoft Power Automate

Special conditions

The successful candidate will be required to fulfil an enhanced DBS/PVG check.

How to apply: Please submit your CV to n.wright@etrust.org.uk

Closing date: Friday 1st November 2024

Interview date: Interviews will be held w/c Monday 4th November 2024

Start date: ASAP

