**JOB DESCRIPTION**

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| Job Title: | Product and Regulation Coordinator | | |
| Department: | Product and Regulation | | |
| Reports To: | Head of Qualifications | | |
| Supervises: | Qualification Administrators (x2) & Regulation Officer | | |
| Grade: | 13 | DATE: | Oct 2020 |

## Purpose of Job:

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| The Product and Regulation Coordinator reports directly to the Head of Qualifications and is responsible for coordinating the development, regulation, review and withdrawal qualification products and managing and monitoring of regulatory requirements relating to qualifications in the UK and overseas ensuring compliance of products (including certificates). The Product and Regulation Coordinator line manages the Qualifications Administrators and the Regulation Officer.  The Product and Regulation Department is one of the most tightly regulated departments in the business.  The post holder will lead the product team and coordinate the Qualification Leads to ensure timely development and regulation of qualifications and products to a high standard and ensure compliancy to regulator (UK and overseas) conditions and principles. The Product and Regulation Coordinator will coordinate high stakes regulatory activity and provide evidence to ensure the audit trail is maintained and followed (e.g. for audits, DfE submissions, regulatory reviews). They will also coordinate the reviewing and withdrawing of qualifications, analysing and interpreting qualification, and registration and certification data to support the Qualification Leads to evaluate qualification performance.  The Product and Regulation Coordinator will be authoritative on established methods, systems and procedures and use their knowledge and experience within the awarding sector to advise and improve procedures and processes to increase efficiency and maintain compliance. They will be adaptive to different situations to coordinate multiple conflicting priorities and complex projects. They will have an awareness of the implications of changes or delays in timelines and the impact that this will have on the Product and Regulation Department, the organisation and external stakeholders.  The post holder requires excellent communication skills in order to lead and motivate a team, and to organise and agree work flow. This will require them to communicate with internal staff across the organisation and also with external contractors and third party suppliers. |

## Dimensions:

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| Financial: Responsible for the coordination of the maintenance and development of VTCT/iTEC qualifications to support a portfolio of circa 500 regulated qualifications, with approximately 100,000 learners registered to undertake these qualifications across VTCT and ITEC every year.  Staff: The Qualifications Department consists of 12 employed staff and around 20 contractors. The role will line manage the Qualifications Administrators and the Regulation Officer.  Others: Responsible for coordinating qualification development and regulatory activities. |

## Organisation Structure:

## Principal Accountabilities:

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| 1. Coordinate the delivery of qualification products through work on specific non-technical components from qualification design, production and regulation for VTCT and ITEC qualifications 2. Coordinate the production of products (RoA Books, specifications) to ensure effective and efficient product development and ensure they are compliant to policies, procedures and regulatory conditions/principles 3. Determine own priorities when managing conflicting complex projects (operational projects and qualification development) 4. Coordinate qualification related projects when needed e.g. adhoc qualifications, resource development 5. Manage the objectives and workload of the Regulation Officer, Qualification Administrators and any project assisting or temporary staff 6. Maintain a comprehensive audit trail in relation to all qualification development and regulation. 7. Coordinate high stakes regulatory activity and provide evidence to ensure the audit trail is maintained and followed (e.g. for audits, DfE submissions, regulatory reviews) 8. Undertake research and external consultation to inform and continuously improve VTCT qualification products 9. Undertake research of new frameworks and coordinate the implementation of new frameworks e.g. SCQF 10. Liaise with the Processing Manager to ensure certificate templates meet regulatory requirements and correct templates and logos are used for each qualification 11. Be responsible for the formatting, proof reading and high quality, timely final publication (both online and hardcopy) of qualification products by liaising with print management partners and internal departments as well as ensuring regulatory requirements are met 12. Work collaboratively with Marketing to deliver objectives relating to qualification product development 13. Manage the Regulation Officer and lead on submission, extension and review of qualifications on regulatory systems 14. Coordinate the reviewing and withdrawal of qualifications, analysing and interpreting qualification, registration and certification data to support the Qualification Leads to evaluate qualification performance 15. Monitor qualifications’ performance through monitoring of queries, informing the Qualification Lead to ensure that appropriate preparatory, follow-up and remedial work is carried out as required 16. Coordinate the maintenance, extension and expiry of existing VTCT qualifications within the portfolio 17. Ensure the Regulation Officer enters new qualifications onto the appropriate regulator register 18. Liaise with and support the Qualification Leads to collate correct information for products and organise reviews 19. Liaise with the Assessment & Awarding Coordinator to share and ensure the correct information for qualification assessment requirements 20. Contribute to increases in the effectiveness of operations and processes 21. Provide support to Qualification Leads and manage technical unit writer contracts, work schedules and coordinating payment 22. Organise and contribute to writer training including ongoing guidance and support 23. Coordinate the provision of resources and training for new and existing VTCT and ITEC qualifications. 24. Escalate complaints and appeals in accordance with policies and procedures 25. Support any event notifications to the regulators for the department 26. Support iTEC and VTCT data returns and any information requests from any regulators |

**General Responsibilities**

* Undertake training and development as required by the organisation.
* Demonstrate by actions commitment to organisation’s Values.
* Demonstrate by actions commitment to equality, diversity and inclusion.
* Any other duties commensurate with role to support the organisation’s business needs.
* To be responsible for their own health and safety.

## Working Relationships and Contacts:

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| Daily contact with the Head of Qualifications  Daily contact with the Qualification Leads  Daily contact with the Qualification Administrators  Daily contact with the Regulations Officer  Regular contact with the Assessment and Awarding Coordinator  Regular contact with the Processing Manager  Frequent contact with third party suppliers and contractors |

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge**  *This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.* | * Working knowledge of regulations in the awarding environment * Knowledge of qualification development in the awarding environment * Knowledge of managing complex administrative projects * Working knowledge of UK regulators and frameworks | * Knowledge of International Frameworks |
| **Technical/Work-based Skills**  *This relates to the skills specific to the job, e.g. language fluency, typing skills, etc* | * Exceptional eye for detail * Ability to create innovative solutions to unique problems * Proficient IT skills including Microsoft Outlook, Excel and Word * Competent in the use of Adobe InDesign or similar design package | * Ability to professionally represent VTCT externally |
| **General Skills/Attributes**  *This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.* | * Excellent communication skills, including   diplomacy and negotiation skills   * Excellent writing and proof reading skills * Ability to lead others and develop a team * Ability to work to deadlines under pressure * Sound time management and organisational skills * Willingness to undertake training and development activities |  |
| **Experience**  *This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive)* | * Experience of working in a regulatory environment * Experience of managing complex and conflicting administrative projects * Experience of managing people * Experience of maintaining audit trails | * Experience of working in an Awarding Organisation |
| **Qualifications**  *Please state the level of education and professional qualifications and/or specific occupational training required.* | * Degree qualified * GCSE grade C (or equivalent) in Maths and English or Level 2 Key Skills/functional skills/literacy/numeracy | * Project Management qualification or equivalent * Formal proof-reading training * Level 5 management qualification |

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| **Job Description Document Confirmation Section** | |
| **Job Title:** | **Product and Regulation Coordinator** |
| **Department:** | **Product and Regulation** |
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| **I confirm that this is a true and accurate reflection of this job** | |

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| **HEAD OF DEPARTMENT signature** |  | **Print Name** |
| **(if different from Line Manager)** |  |  |
|  |  | **Date** |

**Comments/Notes:**

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