



JOB DESCRIPTION

Job title: PQAD Coordinator

Department / Business Stream: Professional Qualification Administration Development - CIE

Location: 1 Hills Road, Cambridge

Grade and salary range: £20,000 - £24,000

Reports to: PQAD Coordinator

Purpose of the job:

To assist in all administrative procedures required for the successful delivery of CIE Professional Qualifications.

Principal Accountabilities:

Manage the processing of examinations with particular reference to the printing and despatch of entries, results and certificates.

Provide operational support for the Validated Awards and the Diploma in Management.

Process and record IT Skills test sales, ensuring data is processed accurately and within agreed schedules.

Provide frontline support to centres by processing and resolving queries relating to CID in IT Skills.

- Information provided is accurate and within agreed schedules.

Process examination data files (CRF, MIF, MRF and AGF) received for CIE validated awards and produce and despatch discrepancy reports.

- All data is processed to agreed schedules and is error free.

Supervise Grade C member of staff in supporting the administration for the Accreditation of Coursework Assessors, Advanced Certificate/Certificate in Work Experience and Young Enterprise International, PSLE.

Assist in the development of administrative procedures to support new qualifications and to streamline existing qualifications.

- Operational procedures are developed to be appropriate, cost effective and error free;
- Computer systems are tested prior to use in the live environment, to ensure that they are appropriate, cost-effective and error free.

Contribute to CIE Quality Program of all targets met and error free.

- Contribute to all requirements of the ISO9001 programme.
- Adopt a 'zero defects' approach;
- Highlight all occurrences of non-conformance;
- Contribute to the measurement of non-conformance.



Person Specification:

Knowledge:

- A full understanding of the operational models required to support the qualifications listed in section 3.
- Basic MS WORD and MS Outlook skills.
- Intermediate MS Excel skills.
- Competence in the use of EPS, particularly entries and results.
- Skilled user of VQS, the Moderation Package and the Certification Package
- A good understanding of CIE policy and procedures

Skills:

- Attention to detail.
- Organised approach to work.
- Time management.
- Good communication skills both written and verbal.
- Tactful and diplomatic approach to customers.
- Professional approach to work.
- Successful completion of Quality Work Group training.

Experience:

- Proven experience in complex administrative duties.
- Proven experience in the supervision of staff.



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