

# Job Profile

## Quality Assurance Administrator (Fixed Term Contract)

Department	Energy & Utility Skills Register (EUSR)
Location	Solihull
Reports to	Quality Manager
Contract	Fixed Term (until the end of January 2027)
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Constraints (travel/ base/ working patterns etc)	Based from the office, you are expected to attend our offices for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£26,975 per annum
Date	May 2026

### About Us

At Energy & Environment Awards, our work matters.

As part of the Energy & Utility Skills Group, Energy & Environment Awards is the specialist awarding organisation for the energy and utilities sector. Energy & Environment Awards delivers safety critical and technical apprenticeship assessments and qualifications to the sector and more widely; and EUSR, the sector's UK-wide register of safety and competence for more than 300,000 workers, and industry recognised training programmes delivered through a national network of over 200 training providers.

If you are driven by delivery, curiosity, and the opportunity to develop the future workforce of the UK, we would welcome your application.

Find out more about Energy & Environment Awards [here](#) and EUSR [here](#).

## Our Values

Together, credible and making a positive difference underpin all that we do. They are not just words on a wall.

**Together:** We are stronger together; by collaborating internally and externally we consistently deliver success as one high performance team.

**Credible:** Through a proactive approach and curiosity, we are specialists who combine ambition, innovation and impact. We are trusted by members, industry, customers, partners, governments and citizens.

**Making A Positive Difference:** Complementing our specialisms is our commitment to deliver and continuously improve. Ours is a great place to work, we individually and collectively play a pivotal role in delivering skills for the UK's future.

## About the Role

Our Quality Framework is a recognised and respected mark of quality for training provision within the energy and utilities sector. It provides a best practice benchmark for training, assessment, support materials and administration. Through robust approval, monitoring, and audit processes, we ensure learning outcomes are reliable and consistent, giving employers confidence that individuals meet the required knowledge, understanding, and competency standards.

The Quality Assurance Administrator is a critical role within our team as you will be responsible for ensuring we meet our Service Level Agreements (SLAs) through the efficient, timely and smooth co-ordination of all providers, trainer and training programme approvals, audits, and events.

Data integrity is hugely important to us and in this role, you will be responsible for the accurate recording of activities and customer information in our online system, Quartz. There are other administrative duties such as the issuing of approval certificates, supporting our weekly and monthly reports.

## About You

To be successful in this role, you will be comfortable working under your own initiative and able to plan and prioritise your workload to meet customer and business needs while ensuring close attention to detail. You will put the customer at the heart of everything you do and thrive on delivering customer excellence in a fast-paced environment. With excellent communication skills, you will be able to establish

effective relationships with our customers, stakeholders, our team, and wider colleagues.

It's also important that you have excellent Microsoft Office skills (notably Word, Excel, and Teams) and have experience of working confidently with IT systems.

## Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

## Job Description

### Role Specific Responsibilities:

The key responsibilities of the Quality Assurance Administrator include:

#### Approvals and Audits

- Booking and planning the audits for all centres - trainers and providers - assigning visits or desk-based approvals and audits to the appropriate Quality Assurance Lead; recording appropriate information in an auditable format based on our risk process.
- Support the Quality Co-ordinator in auditing the training quality of e-learning providers by collating, filing and storing evidence submitted against the specified criteria.
- Escalating issues of any identified non-compliance to Quality Assurance Leads or Quality Manager to instigate a formal process when reviewing batches or through administrative working on trainers or provider centre details.
- Administer the issuing of approval certificates, provider agreements, and trainer/assessor terms & conditions.
- Managing queries and enquiries related to Trainer Approval Workshops and Trainer briefings ensuring all administrative activities and provision of customer service is executed in line with our internal standards.
- Supporting the Quality Co-ordinator in administrative duties related to audits and approvals and storing of information to support reporting.

#### Customer Service

- Manage all general enquires and administration tasks relating to approval visits and audits, in line with our internal processes and standards.

- Ensure all customer or centre information and data is accurate and stored securely through the appropriate use of IT systems and platforms (e.g., Quartz Web, Integra, or CRM).
- Work with the Finance team and Quality Co-ordinator to ensure payment for all approvals and audits is received on time.
- Work with the Marketing and Client Management team to ensure all information on the EUSR website in relation to providers and trainers is accurate and up to date.
- Provide wider company enquiries and administrative support, including acting as a customer service agent to support with the overflow of telephone calls.

### Reporting

- Utilise our in-house system such as Quartz Workflows, SharePoint, CRM, and our Team Trackers to maintain and record activities carried out by the Quality Assurance team to aid management KPIs.
- Support the Quality Co-Ordinator's on their weekly and monthly reports on Quality team activities to inform team KPIs.

### Additional responsibilities

- Attend, undertake and be responsible for any training, development and/or self-study to support you in your role.
- Demonstrate alignment with our values.
- Commitment to continuous improvement, curiosity, and for contributing proactively and positively to the culture and performance of the team.
- Ensure compliance with Energy & Utility Skills Group and Energy & Environment Awards policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

## Person Specification

Specification	Essential	Desirable
<b>Education / Qualifications / Training / Knowledge</b>		
Recognised qualification (or equivalent experience) in business administration.	✓	
<b>Work Experience and Skills</b>		



Experience of working with quality assurance processes, such as ISO9000 family or in the education/awarding sector or experience of event management and planning.		✓
Experience of planning and co-ordinating time sensitive activities.	✓	
Demonstratable experience of working confidently with IT systems including Microsoft Office (notably Word, Excel, and Teams)	✓	
High level of customer service and service delivery experience	✓	
Experience of working in a fast-paced environment	✓	
A proven ability and experience of working within and understanding organisational values, policies, processes	✓	

## Skills & Competencies

	Essential	Desirable
<b>Planning and Organising</b> Plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks and monitors performance against deadlines and milestones.	✓	
<b>Relating and Networking</b> High level of interpersonal skills; establishes good relationships with colleagues and stakeholders; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels.	✓	
<b>Deciding and Initiating Action;</b> makes prompt, clear decisions; takes responsibility for actions, projects and people; acts with confidence and works under own initiative	✓	
<b>Delivering results and meeting customer expectations;</b> focuses on customer needs, sets high quality standards, works in a systematic, methodical and orderly way and consistently achieves objectives set.	✓	