

Role and person profile

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| Post title: | Regulatory Relationships Administrator | Location: | Manchester |
| Division: | Research and Regulation | Department: | Regulation |
| Reports to: | Regulatory Relationships Manager | Responsible for: | NA |
| Scale: | SCP 11 – 15 | Permanent/FTC/Temp: | Permanent |
| Post no: | | | |

Section 1 – Accountabilities

Main role purpose:

Working as part of a dynamic compliance team within a highly regulated environment, this role is required to support efficient and effective administrative support to AQA's Regulation business area. The post holder will facilitate the smooth and effective operation of the Regulation relationships team by providing administrative support to the Regulatory Relationships Co-ordinators and Regulatory Relationships Manager.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

| Key result areas: | Outcomes: |
|---|---|
| Customer (external or internal) Being trusted and reliable in assessment design and delivery | Provide administrative support for the managerial, administrative and operational activities of the Regulatory Relationships team. |
| | Build effective relationships across teams within Research and Regulation. |
| | Work proactively across the organisation with colleagues of all levels to support the work of the business area, |
| | To support with regulatory query resolution service on all routine operational matters. |
| | Demonstrate commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change. |
| Product and internal processes Delivering quality products and outcomes – as recognised by the customer | Undertake a range of administrative or technical work which requires the exercise of personal responsibility, judgement and initiative. |
| | Support the regulatory relationships co-ordinators in making improvements to the maintenance and production of all data returns, scrutiny processes, consultations, ad hoc information requests and other outputs as per Ofqual's reporting cycle |
| | Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS. |

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| People and culture Ensuring we have great people achieving their potential | Contribute to a motivated and positive team culture, focussed on service delivery and continuous improvement. |
| | Work with others to achieve the organisation and team vision, modelling AQA's values and behaviours, contributing expertise and developing self to achieve excellence. |
| Technology Delivering demonstrably secure, reliable, agile and cost-effective systems | Use the available range of digital tools for communication, monitoring, tracking and reporting and content creation and information processing in order to work effectively and efficiently. Maintains digital skills to meet business need. |
| Government and external Providing timely, valued insight and evidence that inform policy | Act as a point of contact with internal and external contacts and stakeholders, facilitating good working relationships with them and presenting a high quality service and professional image at all times. |

Section 2 – Key relationships and performance

Key internal relationships:

- AQA colleagues across all departments within the business

Key external relationships:

- Ofqual, Qualification Wales, Council for Curriculum Department for Education, Department for Education, Joint Council for Qualifications, JCQ Centre Inspection Service,
- All JCQ Exam boards, Centres, Associates, Third party providers, External auditors.

Key performance indicators:

- Delivery of best practice administrative support to the Regulatory Relationships team.

Section 3 – Person profile

| Knowledge | Assessment |
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| An understanding of the context within which the Research and Regulation business area and AQA operate | I/P |
| Good working knowledge and understanding of administrative procedures and IT applications. | I/P |
| Qualification | |
| A good general level of education including Maths and English GCSE or equivalent (A-C grades) | A |
| Skills | |
| Strong administrative and organisational skills. | I/P |
| Ability to work effectively under pressure and to tight deadlines, working independently and | I/P |

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| as part of a team. | |
| Excellent communication and interpersonal skills. | A/I/P |
| The ability to resolve problems and adapt to change. | A/I/P |
| The ability to build rapport with internal and external stakeholders. | A/I/P |
| Works independently and takes initiative | A/P |
| Attention to detail and accuracy | A/I /P |
| Behaviours | |
| We treat everyone well and with empathy. | A/I/P |
| We achieve amazing things by working together. | A/I/P |
| We are open and honest. | A/I/P |
| We do what we say we are going to do. | A/I/P |
| We continuously learn and improve. | A/I/P |
| We act in the best interests of AQA. | A/I/P |
| We are optimistic and determined. | A/I/P |
| We value everyone's expertise. | A/I/P |
| Experience | |
| Experience of managing a varied and demanding workload and delivering to deadlines. | A/I/P |
| Experience of managing and retrieving data on electronic systems | A/I |
| Dealing with complex and challenging queries | A/I |
| <p>Assessment key (criteria to be assessed at the selection stage)</p> <p>A – application (it is essential to provide evidence on application for shortlisting purposes)</p> <p>I - interview T – test (or work sample) P – probation</p> | |