

Task profile

Consultant type: Assured Consultant

Monitored by: Standardisation Assured Consultant

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- Deliver excellent customer service, demonstrating the skills and behaviours required of Assured Consultants and in full compliance with the Service Level Agreements set out for Assured.
- To conduct and document approval and renewal activities for Assured centres, when requested by the Quality Delivery Team.
- To provide support, guidance and consultancy to Assured centres, City & Guilds and other organisations as requested by City & Guilds (eg, customers seeking approval, organisations we might partner with).
- To participate in training and development activities, required by City & Guilds, to perform their role as an Assured Consultant in line with requirements set by City & Guilds
- Maintain a thorough and up-to-date knowledge of City & Guilds/ILM recognition services and related IT systems to contribute to the delivery of consistently high-quality service and experience for customers.

Key contracted responsibilities

1. Skills and behaviours

Deliver excellent customer service, demonstrating the skills and behaviours required of Assured Consultants in all interactions with City & Guilds and Assured customers, and in full compliance with the Service Level Agreements set out for Assured.

Measures:

- Consistently demonstrate essential skills and behaviours for the role which include applying a customer and detailed-focused approach to all interactions, effective time management and communication skills for all activities and reliable, professionally creative, adaptable and flexible skills when completing and submitting all required documentation
- Carry out all activities in a timely manner, in line with Service Level Agreements set by City & Guilds, where these apply
- Produce and submit error-free documentation, following the instructions set by City & Guilds
- Effectively communicate details of activities, planned and undertaken, including any factors which may impact on the outcome of the activity and/or the experience of any customer to City & Guilds.

2. Quality assurance activities

To conduct and document approval and renewal activities for Assured centres, when requested by the Quality Delivery Team.

Measures:

- Carry out and document all approval, renewal and additional programme activities, following the processes set out by City & Guilds
- Use current versions of the Assured Benchmark Standards in line with expectations as defined in the Assured Consultant Guide and related documentation
- Adhere to the Service Level Agreements for quality activities set by City & Guilds
- Follow the communication processes defined by City & Guilds when liaising with Assured customers, city & Guilds teams and the Standardisation Assured Consultant (SAC)
- Produce and submit error-free approval, renewal and additional programme approval reports, in a timely manner, following the instructions set by City & Guilds
- Set and record clear and SMART action plans for Assured customers
- Effectively communicate details related to all quality activities to the Quality Delivery Team
- Assess and respond to risks in line with the City & Guilds quality policy
- Follow up with Assured customers, as required, in a timely manner.

3. Internal and external customer and advisory support

To provide support, guidance and consultancy to Assured centres, City & Guilds and other organisations as requested by City & Guilds.

Measures:

- Provide support, guidance and advice to existing Assured customers on the maintenance of quality assurance systems, policies and procedures for programmes which are assured
- Provide support, guidance and advice to existing and pipeline customers on the development of quality assurance systems, policies and procedures for programmes which are or are intended to be assured
- Provide advice, when requested by the Quality Delivery Team, on quality queries related to Assured centres including, but not limited to, risks, systems, policies and procedures
- Provide advice on the development and continuous improvement of the Assured Benchmark Standards, including related systems and procedures, when requested by City & Guilds
- Produce and submit error-free reports, in a timely, manner, when requested by City & Guilds
- Report any potential malpractice issues to City & Guilds as soon as possible.
- Respond to telephone calls and emails within two working days

4. Standardisation

Participate in training and development activities, required by City & Guilds, to perform their role as an Assured Consultant in line with requirements set by City & Guilds

Measures:

- Complete all preparation activities required for training and development activities
- Take part in and pro-actively contribute to training and development activities
- Consistently apply all learning from training and development activities when undertaking their role
- Maintain and document continuous professional development plans
- Proactively seek and positively respond to feedback on performance from the Standardisation Assured Consultant (SAC)
- Maintain a documented personal development plan, based on feedback received from the SAC, to ensure continued improvement
- Ensure any personal development action plans are addressed, within timescales, to required standards.

5. Business awareness

Maintain a thorough and up-to-date knowledge of City & Guilds/ILM recognition services and related IT systems to contribute to the delivery of consistently high-quality service and experience for Assured customers.

Measures:

- Keep knowledge of recognition services up to date by regularly checking information published by City & Guilds on the website
- Read all Assured Consultant communication and follow up with the Standardisation Assured Consultant (SAC) on any queries to ensure full understanding
- Scan the market for intelligence related to recognition services and competitors and forward new intelligence to the Quality Delivery Team and the Standardisation Assured Consultant (SAC)
- Highlight trends and gaps, identified during interaction with customers, to the Quality Delivery Team and the Standardisation Assured Consultant (SAC).