



Product coordinator

Starting salary – Competitive salary negotiable on experience plus benefits.

Office based in Watford.

EAL is the specialist skills partner and awarding organisation for industry. We are committed to investing in the industries we serve and the careers of the people working within them. Through industry partnerships and years of experience supporting our core sectors, we have built unrivalled knowledge and understanding of employer skills needs. As a result, EAL's skills solutions and qualifications are respected and chosen by employers to deliver real career benefits for all our learners.

Collaboration is the cornerstone of everything we do. Our long-term partnerships with employers, professional bodies and our parent organisation Semta help us offer qualifications and skills solutions that are fine-tuned for the needs of our sectors. For our learners this delivers added value and underpins their careers in industry.

Through our External Quality Assurance Service we work hand in hand with our recognised Centres to support the highest standards in training and qualifications delivery. For employers, this approach delivers a value-added service and assurance that their learners achieve the standards required by their industry. Our Centres can also rely on their dedicated EAL External Quality Assurer (EQA) as a trusted partner for expert support and guidance.

Purpose of the Role

The Product Coordinator will be responsible for provide high quality support to the Product Management team for the maintenance, research, development, accreditation, assessment and launch of products* as directed by the Product Manager.

The Lead Product Coordinator role will be responsible for providing high quality support to the Product management team, aggregating data from SAP, Ofqual and other regulatory and funding bodies, assist in the maintenance of the Product development databases required for Lifecycle Management of EAL products.

Input product information to the appropriate Regulatory Systems to ensure timely and accurate information is recorded and qualifications are accredited in line with regulatory requirements.

Circulation of information to the wider teams of newly approved qualifications, amended qualifications and the withdrawal of any qualifications across the four nations

Be the first line of contact for customer services on product related queries and communicate with the relevant Product specialist when required.

Assist with UAT-User acceptance testing, work with the product specialist and exams team to ensure products are ready for market, such as graded exams, product development process.

*For the purpose of this job description a Product is defined as a skills solution covering regulated and non-regulated provision which include qualifications, training solutions, accreditation and bespoke offerings.

**Experience:**

- SAP experience beneficial
- IT literate and strong MS Office skills
- Experienced in data input
- Production of high quality, accurate and technical material
- Gathering and interpreting information and data
- Consolidating data from different sources to provide performance statistics updates
- Production of documents accurately to deadlines
- Providing customer service support to internal and external customers
- Working collaboratively across different teams/departments

Capabilities:

- SAP experience beneficial
- IT literate and strong MS Office skills
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Competencies:

- Results Focused
- Team Work
- Commercial Awareness
- Planning and Organising
- Clarity of Thinking
- New Ideas and Approaches

Desirable Requirements

- Previous experience of working within Awarding Body sector
- Knowledge of the further education/vocational education sectors and related reforms
- Previous user acceptance testing experience

For further details and an Application form please contact Emily Williams on email HR@Semta.org.uk, or by post at Human Resources, Unit 2 The Orient Centre, Greycaine Road, Watford, Hertfordshire, WD24 7GP.

Closing date for applications will be 12th January 2018.

Semta is committed to Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.