

JOB DESCRIPTION

Accreditation Officer

Department: HR

Date: 21. 07. 2022

| POSITION INFORMATION | |
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| JOB TITLE | Accreditation Officer |
| BUSINESS UNIT | Business development & Accreditation |

| REPORTING STRUCTURE | | | |
|------------------------|---------------------------------------|--|-----------------------------------|
| REPORTS TO | ▪ Accreditation Section Manager | | |
| DIRECT REPORTS | ▪ n/a | | |
| RESPONSIBLE FOR | ▪ Maintaining and developing business | ▪ Centre/School Accreditation Management | ▪ Account Management & Operations |

| CROSS WORK RELATIONS | |
|---------------------------|---|
| INTERNAL RELATIONS | ▪ All departments |
| EXTERNAL RELATIONS | ▪ Training centers, schools, business community, Government, International awarding bodies. |

| OBJECTIVE(S) OF THE POSITION |
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| <ul style="list-style-type: none"> ▪ Contribute to the efficient operations of the and Accreditation Department through developing and implementing accreditation international standards and follow process to ensure consistent service level delivery. |

| DUTIES & RESPONSIBILITIES |
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| <p>Accreditation and Operations:</p> <ul style="list-style-type: none"> ▪ Contribute to smooth and efficient running of operations, register learners' data on QDB database/learning platform, and support in updating registration of City and Guilds' customer systems, maintain accurate & updated information in pipeline/Leads database. ▪ Utilize internal & external operational process and procedures, follow projects progress, write projects reports, communicate and handle on time payment of installment funds with business partners and finance department. etc. ▪ Process business partners' accreditation requests; coordinate efficient students' enrollment process, list accreditation requirements and procedures to successfully meet City & Guilds guidelines. ▪ Liaise with external stakeholders, and business partners, schools/centers communicating all requirements needed, KPIs to meet the quality standards of City & Guilds and coordinate with internal departments to ensure smooth flow of information and efficient account management. ▪ Conduct external visits to educational business partners as a part of the centers' accreditation eligibility, initiation, following up process. |

- **Handle** implementation of External Verifiers' recommendations with regard to centers approval status and verification of approved/accredited center's & school's internal quality management systems.
- **Assist** in drafting contractual agreements with finance department post-proposals approval while adherence to legal terms.
- **Gather** projects information updates from the team and audit visits of business partners to write projects' reports progress and **inform** Finance team on due dates of funds installments.

Account Management:

- **Prepare and communicate** centers & schools' requirements through all stages starting the submission phase till certification and accreditation completion and **handle** the certification administration with City & Guilds.
- **Apply** funds allocation as per the plan and donor requirements, handle students' recruitment process related to "Scholarship Eligibility Assessment" by coordinating interview schedules with centers, facilitating the recruitment process, and coordinate proper induction delivery.
- **Organize** field visits (approval, audit) and **write** reports accordingly, stating non-conformity aspects, **suggest** preventive and action plans accordingly.

KEY COMPETENCIES

- Integrated Learning & Quality Focus.
- Communication and Networking.
- Planning and Focus on Results.
- Adaptability & Dealing with Ambiguity.
- Working with People.
- Researching & analyzing and problem solving.

KEY COMPETENCIES

- B.sc from an accredited university in a relevant field.
- 2-5 years' experience in an administrative/regulatory role.
- Knowledge of and/or interest in education and training delivery.
- Excellent command of English and Arabic (C1).