

JOB DESCRIPTION

Job Title: Post-16, NOCN, Progression & Quality Administrator
(Part-Time: 3 days a week)

Date of issue: 29 September 2026

Project Area

Post-16

Reporting Lines and Key Relationships

Reports to: Head of Young People Services

Key Responsibilities and Accountabilities

Purpose of Role

The Post-16, NOCN, Progression & Quality Administrator is responsible for coordinating the systems, administration and quality assurance processes that support Talkback's Post-16, Supported Internship, NOCN and Accessible Workshop provision.

The postholder will ensure learner records, annual reviews, qualification documentation, progression tracking and compliance requirements are maintained effectively, enabling services to remain organised, compliant, quality assured and focused on positive outcomes for learners and members.

NOCN Centre Administration

- Act as the lead co-ordinator for NOCN centre administration and learner records.
- Process learner registrations and certifications.
- Maintain learner files and qualification records, ensuring documentation is complete, accurate and audit ready.
- Coordinate Internal Quality Assurance (IQA) processes and maintain associated documentation. Liaise between Talkback Assessors, the contracted IQA and the Head of Service to ensure IQA activity is completed.
- Prepare learner portfolios and evidence for IQA and External Quality Assurance sampling. Support tutors and assessors with portfolio preparation and evidence requirements.
- Manage NOCN online systems and documentation.
- Coordinate preparations for NOCN Centre Approval and External Quality Assurance visits.
- Maintain and update centre policies, procedures and document review schedules.



- Monitor key deadlines relating to registrations, certifications, audits and quality assurance activity.
- Support management in ensuring compliance with awarding body requirements.

Supported Internships & Post-16 Coordination

- Coordinate annual reviews and ensure documentation is completed within required timescales.
- Liaise with staff, families, professionals and partner organisations to ensure documentation is completed and records remain up to date.

The Accessible Workshop

- Monitor learner and staff competency records and training matrices.
- Quality check maintenance logs, audit records and update compliance documentation.
- Support workshop ordering processes and invoice administration.
- Maintain records relating to health and safety compliance, competency sign-off and training.
- Prepare documentation required for internal audits, inspections and quality reviews.
- Support the administration of commissioned projects and workshop
- Work collaboratively with Managers, NOCN Assessors, Job Coaches and Project Workers.
- Work with external contractors and organisations, including NOCN.
- Attend team meetings, quality meetings and training as required.
- Promote person-centred approaches and positive learner outcomes.
- Contribute to continuous improvement across all programmes.

POST 16 – Equip

- Provide proofreading and grammatical support across a range of documents, ensuring that content is clear, accurate, professional and consistent
- Coordinate and organise the annual review process, including scheduling reviews, collating relevant data and documentation, and ensuring all information is accurate and complete.
- Submit annual review documentation and data within required deadlines, following agreed processes and maintaining accurate records.
- Attend and accurately minute a range of meetings, including annual reviews, senior team meetings, and other key organisational meetings.
- Assist the Transitions Coordinator with organising and delivering promotional events such as open days and Post 16 Opportunities events.

Person Specification: Qualification and Training Requirements

Essential Knowledge & Experience

- Experience in an administration or coordination role.
- Experience maintaining databases, tracking systems and electronic records.
- Experience managing competing deadlines and priorities.
- Experience producing reports and monitoring information.
- Strong understanding of confidentiality and data protection requirements.
- Experience using awarding body systems such as NOCN.
- Experience supporting quality assurance, compliance or audit processes.
- Understanding of qualification delivery and learner evidence requirements.

Skills

- Excellent organisational skills.
- High levels of accuracy and attention to detail.
- Strong written and verbal communication skills.
- Ability to manage large volumes of documentation.
- Strong IT skills, including Microsoft Office and SharePoint.
- Ability to analyse information and identify missing or incomplete records.

Personal Qualities

- Highly organised and methodical.
- Able to work independently and use initiative.
- Professional and reliable.
- Strong problem-solving skills.
- Commitment to inclusion and positive outcomes for learners.

Desirable

- Experience working within education, training, employability, supported internships or social care.
- Experience supporting learners with learning disabilities and/or autism.
- Knowledge of EHCPs and annual review processes.

This job description is intended to be an indication of the scope of the role; over time the role will evolve with changing requirement and technical advances. In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

Our Safeguarding Statement

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act.

We are committed to carefully screening all applicants who will work with our vulnerable members including children, young people and adults with care and support needs. All applicants are expected to undertake employment checks, a Disclosure & Barring Service check and provide previous employment references.

We expect all staff to have a knowledge, understanding of and demonstrable commitment to, Safeguarding Children and Young People (Every Child Matters) and Vulnerable Adults.

All staff must be able to demonstrate the values and behaviours suitable to work with children and young people and provide demonstrable commitment to Equality & Diversity, Child Protection, Safeguarding and Prevent. They must show a desire to challenge inequality, promote diversity and adhere to Talkback's Policies and Procedures.

Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.