Self Directed Support Scotland
the organisation of choice

# Student & Qualifications Coordinator

Permanent, 14 hours per week on average (annualised), Edinburgh/flexible working

Self Directed Support Scotland (SDSS) is advertising this Student & Qualifications Coordinator post (CSQC26) and the Office, Finance & Governance Manager post (OFGM26) separately. A candidate meeting both specifications may apply once for a combined 35-hour appointment (OMCQ26) at £35,000 per year. The combined role covers both areas of responsibility, with the balance of time agreed around organisational and course needs. All applicants are assessed against the same essential and desirable criteria for each role, regardless of the application route.

## The opportunity

We are looking for an organised and approachable colleague to coordinate students, records and administrative processes for the Community Brokerage Award (CBA). You will be central to the learner journey and help the delivery team meet the requirements of Qualifications Scotland.

The role combines student-facing support, careful administration, course coordination and quality-assurance evidence. You do not need to be an assessor, qualifications specialist or IT developer, but you will need to work confidently with digital records, agreed procedures and deadlines. You will also help prepare administrative arrangements for a proposed postgraduate-level Professional Diploma in Community Brokering, currently under consideration for SCQF Level 11 credit rating.

## Working pattern

This permanent role averages 14 hours a week across the year on an annualised-hours basis. Hours will be higher at recruitment, enrolment, assessment and verification peaks and lower in quieter periods. The working pattern will be planned and agreed in advance, with reasonable notice and consideration of individual circumstances. The £12,800 pro-rata annual salary will be paid in equal monthly instalments.

## About SDSS

SDSS is a Disabled People's Organisation working for a Scotland where quality Self-directed Support is available to everyone as a route to independent living. Our approach is grounded in the social model of disability. We promote choice, control and flexibility in social care and work with disabled people, independent support organisations, local authorities, Scottish Government and other partners to improve how Self-directed Support works in practice.

## Role at a glance

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| **Reference** | CSQC26 |
| **Hours** | 14 hours/week on average; annualised hours across the year with agreed advance planning. |
| **Salary** | £12,800 per annum for 14 hours (£32,000 full-time equivalent, 35 hours). |
| **Contract** | Permanent, annualised-hours working pattern; subject to a probationary period. |
| **Leave & pension** | Seven weeks' annual leave including public holidays (pro rata). 6% employer pension contribution. |
| **Location** | Norton Park, 57 Albion Road, Edinburgh, EH7 5QY.<br>Hybrid or remote working considered.<br>Agreed office attendance and occasional national travel required. |
| **Accountability** | Reports to Operations Manager; liaison with Head of Centre; no reports |

## Job purpose

To undertake the named Qualifications Scotland Coordinator function for SDSS's Community Brokerage Award centre, providing dependable administrative support for students, tutors, assessors and internal verifiers. The postholder will maintain accurate learner and quality records, coordinate delivery milestones and help the centre meet its agreed quality and procedural requirements, including agreed administrative preparation for future awards.

## Key responsibilities

### Qualifications Scotland coordination and evidence

- Carry out the named Qualifications Scotland Coordinator duties under the Head of Centre's direction, including awarding-body communications, learner registration and results-record checks, verification scheduling, and required centre administration.
- Maintain audit evidence for enrolment, assessment administration, results, quality checks, communications and annual review, with clear version control and retention arrangements.
- Ensure deadlines are followed and required evidence is prepared for internal and external verification, systems reviews, policy updates and agreed quality-assurance actions.
- Support collection of student and tutor feedback, course evaluation and improvement actions, reporting emerging trends or concerns to the Head of Centre.

### Course and delivery coordination

- Maintain course calendars, teaching and assessment schedules, online session information, and internal verifier contact records.
- Facilitate communication and information exchange between students, tutors, assessors, internal verifiers, the Head of Centre and SDSS staff.
- Support preparation and publication of approved learning resources and online course information, including accessible links, learner portals, and any agreed video content.
- Track assessment-unit allocation, submission status, progression, completion and agreed feedback, following up any anomalies with tutors, assessors, internal verifiers and/or Head of Centre as appropriate.

**Student enquiries, enrolment, and support**

- Act as the main administrative contact for CBA students, responding helpfully to enquiries, explaining next steps, and tracking actions through to completion.
- Coordinate applications, enrolments, student agreements, eligibility, and funding information, induction records, and course communications in line with agreed processes.
- Maintain clear student schedules, unit progression and submission deadlines. Send accessible reminders and follow up incomplete or inconsistent information with students.
- Identify and appropriately escalate learner support, including accessibility, reasonable adjustments, welfare, complaint, and appeal matters to the Head of Centre or designated person.

**Developing qualifications and course readiness**

- Support the administrative preparation of the proposed Professional Diploma in Community Brokering (credit-rating application submitted to Qualifications Scotland at SCQF Level 11), including agreed learner-process templates, delivery timelines, system setup and quality-evidence tracking as development and funding decisions progress.
- Work with the Head of Centre and programme leads on administrative readiness and transition arrangements. Ensure responsibility for qualification design, academic standards, credit-rating decisions and authorisation remains with the appropriately appointed colleagues and Qualifications Scotland.

**Systems, data quality, and finance coordination**

- Maintain accurate records in Salesforce, the Qualifications Scotland portal, the approved learner portal, and authorised document-management systems. Check enrolment, assessment, and results information against source records and report issues.
- Coordinate funding and fee information with the Office, Finance & Governance Manager (or nominated colleague), ensuring financial checks, approvals, and student-record decisions remain appropriately separate.
- Follow policies such as data protection, confidentiality, safeguarding and Artificial Intelligence (AI) procedures.
- Document student-administration processes, system instructions, and handovers so that the service can be maintained during planned absence or changes in staffing.

## Working relationships and boundaries

The postholder works closely with the Qualifications Scotland Head of Centre, tutors, assessors, internal verifiers, students and the Office, Finance & Governance Manager. The Head of Centre retains responsibility for academic and centre-quality decisions. Assessment decisions, internal verification, formal appeals and complaints decisions, course design approval, and financial authorisation remain with the appropriately appointed people.

## What good performance looks like

- Students and delivery colleagues know what is required, by when and whom to contact.
- Learner and qualification records are reliable, confidential, accessible, and ready for review.

- Enrolment, assessment, and verification milestones are monitored, with problems raised early.
- Course administration is consistent, inclusive, and supported by documented systems and procedures.

## Person specification

Relevant experience may come from learning services, membership or training programmes, further education, a qualifications centre or another regulated process. We will provide induction into SDSS systems and Centre requirements.

E = essential, D = desirable, A = application, I = interview, T = practical task

| Selection criterion | E / D | Assessed by |
|---|---|---|
| Experience coordinating learners, students, training participants or people through a comparable multi-stage administrative or regulated process. | E | A / I |
| Ability to maintain accurate, confidential records and a clear audit trail across several stages of delivery. | E | A / T |
| Ability to plan course schedules, track milestones and coordinate timely communication among students, tutors and other delivery colleagues. | E | A / I |
| Confidence using Microsoft 365 and digital databases or learning platforms, with the ability to learn new systems and verify information. | E | A / T |

| Selection criterion | E / D | Assessed by |
|---|---|---|
| Clear, accessible and supportive written and verbal communication, including appropriate escalation of learner needs or concerns. | **E** | A / I |
| Ability to follow documented qualification, assessment or quality-assurance procedures precisely and to prepare records for external review. | **E** | A / I |
| Ability to balance recurring administration with time-critical intake, assessment, and verification requirements. | **E** | A / I |
| Commitment to equality, disability rights, independent living, and SDSS values. | **E** | A / I |
| Experience of qualifications centre administration, Qualifications Scotland (formerly SQA) systems or portals, learning/assessment administration or internal verification support. | **D** | A / I |
| Experience using Salesforce, a learning management system, and/or an online learner portal, including publishing and testing learning information. | **D** | A / T |
| Experience coordinating learner funding, course fees, funding confirmations or student support arrangements. | **D** | A / I |

| Selection criterion | E / D | Assessed by |
|---|---|---|
| Knowledge of community brokerage, Self-directed Support, the Social Model of Disability or the Scottish social care landscape. | D | A / I |

## How to apply

Apply online at sdsscotland.formtitan.com/ftproject/applications25 Use reference CSQC26 if you are applying for the CBA Student & Qualifications Coordinator post only. Give examples against its essential criteria.

## Applying for the combined role?

Submit one application using reference OMCQ26. Provide evidence against the essential criteria for **both OFGM26 and CSQC26**. Each part of your application will be judged against the same criteria and standards as a separate applicant. You do not need to apply twice. If you would also consider an individual part-time role, please state which one(s) in your application.

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| **Closing date** | Monday 14 December 2026, 9:00am (UK time) |
| **First interviews** | Expected Thursday 17 and Friday 18 December 2026 |

## Notes for applicants

We welcome disabled applicants and people with relevant lived experience. Reasonable adjustments and alternative application arrangements are available. SDSS is an equal opportunities and Fair Work First employer.

For an informal discussion about the role, or to request reasonable adjustments to apply, please contact Jeremy Adderley, Operations Manager, via 07448 494 363 or jeremy@sdsscotland.org.uk.

Please note we are unable to provide visa sponsorship for this role.

We collect and process your application details to assess your suitability for this role. For full details on how we handle your personal data and your rights, please read our Privacy Notice.