



RECRUITMENT PACK

QUALITY ASSURANCE TEAM MANAGER



FutureQuals[®]



01530 836668



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and end-point assessment organisations





Role Purpose

To develop and manage the quality assurance function. Ensuring that all processes are consistent with the regulatory requirements and are regularly monitored, reviewed and where necessary adapted to ensure regulatory compliance.

Location

Coalville - Leicestershire.

Salary

£26,000- £35,000 per annum



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JOB DESCRIPTION

Key Responsibilities

- Set and monitor quality policies, procedures, and targets in order to meet regulatory requirements and meet the business objectives.
- Develop the quality assurance strategy.
- Support the Head of Development in the implementation of new qualifications ensuring quality assurance is considered during the development phase.
- Manage and oversee all aspects relating to the intervention of sub-standard provision delivery standards and/or legal requirements that are not being met.
- Lead the management of incidents and issues, providing solutions to mitigate risk and recurrence.
- Build and maintain collaborative and professional working relationships with Approved Centres, and technical experts.
- Attend regulatory meetings when appropriate.
- Build and maintain knowledge of FutureQuals qualifications.
- Ensure the smooth day to day running of the quality assurance function.
- Responsible for ensuring own knowledge is updated regularly in order to provide the most up to date advice and guidance and maintain awareness of best practice.
- Oversee and monitor the processes to ensure that any remedial actions for the organisation or centres are addressed in a timely manner.
- Plan and co-ordinate supportive training sessions for approved centres, alongside customer support manager.
- Regularly review and develop the organisations CASS to ensure it meets the organisations and regulators requirements.
- Manage and use feedback mechanisms with centres and the wider workforce team to continually improve quality assurance processes.
- Prepare and provide internal reports, including data as required, working with the company data analyst, where necessary.
- Recruit, manage and standardise external quality assessors (EQAs).
- Lead the development of new quality processes to enhance operational quality and efficiency.
- Prepare and coordinate responses to regulatory external audits and data requests including the implementation and achievement of action plans.
- Manage the approved centre annual governance system.
- Oversee and monitor the management of the assessment and appeals procedure for Approved Training Centres.
- Adopt an innovative approach to maximise systems and technologies to support the quality assurance function.

PERSON SPECIFICATION



Values

Visionary

Supportive

Innovative

Professional

Essential Qualifications, Knowledge and Experience

- Experience of working in the further education sector
- GCSE education in English and Mathematics (at Grade C or above) or equivalent
- Excellent communication and interpersonal skills both verbal and written with a commitment to managing expectations
- Strong ability to prioritise and manage own workload in a varied work programme
- Experience of maintaining, developing and delivering excellent customer relationships
- Highly analytical and process-driven
- Knowledge of quality systems and processes

Desirable Qualifications, Knowledge and Experience

- An understanding of FutureQuals products and services
- Knowledge of professional business environment
- Proven ability to operate as an effective tactical, strategic thinker and planner
- Project management experience
- Experience of understanding differences in opinions, anticipating potential areas of conflict and proactively managing discussions
- Assessing or Quality Assurance qualification

Essential Skills and Abilities

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- PowerPoint - Intermediate
- MS Outlook - Intermediate

Desirable Skills and Abilities

- Survey Software - Basic
- Online Meeting software (e.g. zoom) - Basic
- SharePoint - Basic



Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, race, colour, sex, marital status, religion, ethnic origin, nationality, disability or sexual orientation. Any appointment will be made on merit alone.



How to Apply



In the first instance should you wish to discuss the role further please email HR@FutureQuals.com

Applications should be emailed to HR@FutureQuals.com by sending in a CV and covering letter.

Closing date: 18th November 2021

Interviews: 29th November 2021



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