

**Name:**

**Title:** Quality Assurance Manager

**Department:** Awarding and Quality Assurance

**Reporting to:** Senior Quality Assurance Manager & Deputy Head of Quality Assurance

**Grade:** 4

### Job Purpose:

Reporting to the Senior Quality Assurance Manager and Deputy Head of Quality Assurance, the Quality Assurance Manager will work to ensure the integrity and academic standards of the Ofqual, CCEA and Qualifications Wales. The post holder will be responsible for the planning, implementation, monitoring and review of quality assurance activities. The post holder will also contribute to the development of strategies to meet agreed company objectives and will also support stakeholders in understanding key quality processes and documentation to enable them to consistently meet the required regulatory standards. The post holder will manage the remote External Quality Assurers to ensure they are providing an excellent service to our centres.

### Job Responsibilities:

1. Support the Quality Assurance function to ensure that Ascentis meets the standards required by senior management and by the regulatory authorities with respect to quality assurance;
2. Manage and monitor all aspects of quality assurance work including the centre recognition process, external verification activity and external assessment activity, following processes implemented by the Company from time to time to ensure customer service and quality assurance targets are met;
3. Work with relevant internal and external stakeholders regarding quality assurance processes and procedures for new and existing provision throughout the qualification development process;
4. Recruit, train and manage remote External Quality Assurers by monitoring their performance and providing them with feedback as required, to ensure an excellent service is provided to our centres;
5. Contribute to and manage (where appropriate) investigations in relation to cases of maladministration and malpractice;
6. Provide support, advice and guidance to recognised centres, potential new customers and External Quality Assurers on quality assurance issues and deliver and arrange staff development sessions as appropriate;
7. Plan and manage Ascentis' quality assurance events, by ensuring adequate preparation and liaising and internal and external stakeholders;
8. Contribute to the Ascentis marketing strategy and marketing events as required;
9. Manage the development and maintenance of quality assurance documentation e.g. procedures, manuals and handbooks;
10. Manage centre sanctions and appeals in liaison with the Senior Quality Assurance Manager when required;
11. Manage the provision of Reasonable Adjustments and Special Considerations;
12. Contribute to regulatory audits as relevant to quality assurance issues;
13. Report to relevant committees on quality assurance issues e.g. Awarding Organisation Committee and Qualifications and Examinations Review Panels
14. Contribute to self-assessment activities relevant to quality assurance issues
15. Represent Ascentis at external local, regional and national events, including regulatory events.

### Success Measures

1. Regulatory compliant Quality Assurance processes are used efficiently and effectively to manage centre delivery
2. External Quality Assurers processes are effective, and positive feedback is received from centres

### Corporate Responsibilities

The following responsibilities apply to all roles:

1. Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process;
2. Contribute to the improvement of customer service;
3. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever

- reasonable instructed commensurate to this role.
4. Understand and be committed to the Ascentis Vision;
  5. Work hard and flexibly to achieve your targets and those of the Company and be positive at all times;
  6. Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets;
  7. Work flexibly to meet the needs of our customers;
  8. Implement strategies to achieve continuous improvement in your own performance.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

### Accountability and Key Contacts

#### Accountability

Senior Quality Assurance Manager, Deputy Head of Quality Assurance, Director of Compliance and Quality Assurance, Deputy Chief Executive Officer, Chief Executive Officer

#### Key Contacts

- Staff at all levels in Ascentis
- Recognised centres and potential customers
- External Quality Assurers
- Regulators

### Key Attributes (E-Essential, D-Desirable, P-Potential):

1. Hold a relevant teaching qualification / hold Assessor, Internal & External Verifier Award, or have equivalent demonstrable experience in the Education and/or Awarding sector (D)
2. Experience of internal and external verification of qualifications (D)
3. Hold a relevant ESOL qualification and experience with ESOL qualifications (D)
4. Experience of active contribution to quality assurance systems (E)
5. Demonstrable commitment to a high standard of customer service (E)
6. Experience of providing high quality staff development (E)
7. Ability to achieve agreed targets and to work to deadlines (E)
8. Excellent verbal and written communication skills (E)
9. Proven ability to work effectively both independently and as a member of a team (E)
10. Ability to work flexibly and innovatively (E)
11. Ability to organise and prioritise workload (E)
12. Attention to detail (E)
13. Competent in the application and operation of IT including use of two factor-authentication (E)
14. To act as a role model, abiding by Ascentis principles and values (E)
15. Holder of current driving licence and access to own vehicle (D)
16. Experience of working for an awarding body (D)
17. Experience of managing staff (P)

### Agreed:

Job Holder.....Date.....