

Job Description

Name:	
Job Title: Senior Product Development Manager (Operations and Assessment)	Department: Product Development (Qualifications and Assessments)
Reporting to: Head of Product Innovation and Development	Grade: 3

Job Purpose:

The Senior Product Development Manager – Operations and Assessment is responsible for the efficient development, delivery, and integrity of qualifications and assessments. The role provides operational leadership, ensuring that product development workflows are streamlined, compliant, and strategically aligned with regulatory requirements. The postholder will also act as the assessment lead, embedding innovative and regulatory-compliant methodologies into qualification design while ensuring that assessment integrity and quality assurance standards are maintained.

Key Responsibilities:

Qualification Development and Operations:

1. Plan and coordinate product development projects, ensuring work is completed on time and cost effectively
2. Oversee qualification lifecycle management (development, review, withdrawal) to ensure assessments remain valid, up to date and follows all regulatory requirements.
3. Ensure product development workflows are efficient, well documented, and align with internal and regulatory expectations. Provide guidance to Product Development Managers on operational challenges and escalate strategic risks to the Head of Product Innovation and Development.
4. Collaborate with IT and digital teams to integrate e-assessment and digital assessment innovations
5. Support Product Development Managers in responding to customer and centre enquiries relating to qualification content, assessment, and delivery. Escalate queries requiring regulatory interpretation or strategic policy decisions to the Head of Product Innovation and Development.
6. Work with Product Development Managers to identify and assess new qualification opportunities, partnerships, and collaborations. Ensure potential opportunities align with regulatory, assessment, and delivery requirements before escalation to the Head of Product Innovation and Development for approval.
7. Provide oversight to ensure that marketing materials reflect the integrity of assessments, compliance requirements, and qualification structure. Work with Product Development Managers to ensure qualification specific information is accurately represented in marketing outputs.

Assessment Strategy and compliance:

8. Ensure assessments are developed and delivered to the highest standard, compliant with all relevant regulators, and sector regulations. Escalate complex regulatory concerns or risks identified in product reviews to the Head of Product Innovation and Development.
9. Oversee the operational implementation of assessment strategies, ensuring compliance with internal policies and external regulators. Escalate strategic compliance risks to the Head of Product Innovation and Development and Director of Quality where necessary.
10. Lead on assessment methodology and innovation, embedding competency based assessment, e-assessment, and alternative models
11. Oversee assessment risk management, ensuring that audit trails and regulatory compliance are embedded in all qualifications
12. Support internal teams, external associates, and centres in implementing best practices in assessment design, working under the guidance of the Head of Product Innovation and Development.

Quality assurance and continuous improvement:

13. Implement robust quality assurance processes to maintain validity, reliability, and fairness of assessments
14. Lead internal reviews and audits to ensure regulatory compliance and operational efficiency

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15. Provide guidance on assessment risk management, ensuring qualifications withstand scrutiny by internal and external audits
16. Contribute to process improvements in qualification development, ensuring operational alignment with audit and regulatory requirements set by the Head of Product Innovation and Development and the Director of Quality.
17. Work with centres, subject matter experts, and regulators to ensure assessment models reflect best practice and sector expectations.
18. Provide operational insight into sector consultations and regulatory discussions, supporting the Head of Product Innovation and Development in external forums where required.
19. Support the commercial and customer service teams in handling qualifications and assessment queries, ensuring clarity and consistency
20. Oversee the Product Development (Qualifications and Assessments) team's contributions to governance panels (AO, AVA, Q&E) by ensuring all required documentation is prepared in line with meeting agendas, submissions are timely, and that the PD team contributions are robust.

Managerial and Supervisory Responsibility:

1. Provide leadership and line management to some members of the Product Development (Qualifications and Assessments) team.
2. Contribute to the strategic business planning of product development and qualification review.
3. Be a member of the appropriate project teams and attend meetings, including working groups, as required to fulfil the role.
4. Attend and contribute to management committees and sector forums, presenting updates as needed.
5. Travel within the UK and internationally on Ascentis business, as required.
6. Support the SPDM (Policy, Insights and Funding) as required.

Success Measures of the role:

- Sellable and popular products developed
- Products developed in time to meet customer demand in the most cost-effective way
- Understand and be committed to the AO Vision
- Work hard and flexibly to achieve your targets and those of the Company and be positive at all times
- Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets
- Work flexibly to meet the needs of our customers
- Implement strategies to achieve continuous improvement in your own performance.
- Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process
- Contribute to the improvement of customer service
- Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonable instructed commensurate to this role

Status of this Job Description:

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.

Contacts

- Staff at all levels in Ascentis
- Recognised centres and potential customers
- External verifiers and associates
- Contractors
- Regulatory authorities, sector skills councils, funding agencies and other relevant departments

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Accountable to:

Head of Product Innovation and Development, Deputy Chief Executive Officer, Chief Executive Officer

Key Attributes Required, Essential (E) or Desirable (D):

1. Proven experience of developing and managing regulated qualifications and assessments across their lifecycle (E)
2. Familiarity with Ofqual, CCEA, Qualification Wales, or other relevant frameworks (E)
3. Ability to provide line management, mentoring and direction to team members while promoting a positive team culture (E)
4. Skilled in coordinating multiple projects to time, budget, and regulatory requirements, with strong organisational and planning skills (E)
5. Experience with competency based assessment and innovative approaches while ensuring validity and reliability (E)
6. Able to implement, monitor, and improve quality assurance processes and lead audits with confidence (E)
7. Comfortable identifying risks, interpreting regulatory policies, and solving operational challenges with minimal supervision (E)
8. Confident when working with internal teams, centres, subject matter experts, IT teams, and external regulators (E)
9. Demonstrates proactive attitude to refining processes and driving organisational improvements (E)
10. Balances day to day operations with longer term planning and contributes to strategic business goals (E)
11. Familiarity with e assessment platforms, digital workflows and IT integration (D)
12. Knowledge of international qualifications (D)
13. Ability to ensure that assessment information is accurately represented to external audiences (D)
14. Ability to contribute to policy development and regulatory consultations (D)
15. Experience of managing qualification sin both general and vocational education (D)
16. Understanding of funding and delivery models in adult or post16 education (D)
17. Experience using data insights for continuous improvement (D)

Agreed:

Post Holder Signature: _____ Date: _____