

# Job Profile

## Quality Manager

Department	Registration Services
Location	Solihull with some client travel as required
Reports to	Head of Registration Services
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Constraints (travel/ base/ working patterns etc.)	Although office based in Solihull, the role will require regular UK-wide travel, and from time to time may require work at other specific locations. Overnight stays away from home are possible.
Salary	£42.5 - £45k
Date	February 2017

### About us

We're an employer-led membership organisation that helps ensure the gas, power, waste management and water industries have the skills they need – now and in the future. Through a range of products and services, we help employers **attract** new talent, **develop** their workforces, and **assure** a high level of competence across their businesses.

The Energy & Utility Skills Register (EUSR) is a flexible, independent platform, for recording the skills, training, qualifications and authorisations of the energy & utilities workforce. EUSR consists of a number of quality assured industry passport and skills based schemes, delivered by quality assured trainers and training providers.

Our quality assurance approach is based on our Quality Framework, which is a recognised and respected mark of quality for training provision within the energy and utilities sector. It benchmarks learning and assessment material against employer defined best practice, criteria. The Quality Framework includes Provider and Product Approval services, which assure quality holistically, at both an organisational and programme level. In addition, through our Affiliate Community of Practice we aim to drive continuous improvement, bringing likeminded people from our sector together to facilitate, present, discuss and debate the latest thinking in learning and assessment.

### About the role

Reporting to the Head of Registration Services, you will be responsible for the quality assurance of EUSR schemes, training providers and trainers. You will efficiently and effectively deliver quality assurance services. The role will drive and support continuous improvement of the Quality Framework and quality assurance services.

You will manage a small team of Quality Officers and a Quality Administrator.

## About you

A strong people leader, you will have demonstrable experience in quality assurance of industry-approved schemes and training providers.

## Rewards

Join our growing organisation and you'll enjoy benefits including flexible working, a generous holiday allowance, a company pension scheme, a performance bonus scheme, childcare vouchers and a Wellbeing Passport.

## Key responsibilities

Key responsibilities will include:

### **Operational Leadership**

- Deliver quality assurance of EUSR schemes, training providers and trainers to agreed standards and targets.
- Drive operational excellence of quality assurance services.
- Drive and support continuous improvement of the Quality Framework and quality assurance processes and policies.
- Deliver operational performance in line with the agreed business plan targets.
- Devise and implement performance metrics to manage quality assurance services and the performance of EUSR schemes, training providers and trainers.
- Ensure the delivery of Affiliate Community of Practice events, ensuring sharing of best practice, quality improvement and policy updates.
- Line manage the Quality Assurance team, delivering high performance and operational efficiency.
- Ensure effective management of Quality Assurance associates to agreed service levels.
- Build strong effective relationships across Registration Services ensuring efficient delivery of high quality, fit-for-purpose schemes.

### **Client and Relationship Management**

- Build strong and effective relationships with clients and training providers to ensure customer satisfaction, retention and maximise opportunities for assurance services.
- Build strong relationships with industry groups, gaining approval (where appropriate) to quality assurance approach and report on progress.

- Source and contract with a bank of technical experts to facilitate the initial and on-going quality assurance processes and ensure consistent and transparent working practices are followed

**Additional Duties**

- Maintain ISO 9001 accreditation and support implementation of other quality marks and frameworks, as deemed appropriate
- Maintaining and developing effective communications and working relationships, with peer group, wider teams, colleagues and other departments

## Job Holder Specification

Specification	Essential	Desirable
<b>Education/Knowledge requirements</b>		
Graduate or working at graduate level	✓	
Knowledge of the national system of vocational education and training, and awarding bodies	✓	
Understanding of assessment (vocational or occupational)	✓	
Understanding of the Energy/Utilities sector		✓
<b>Work Experience</b>		
Demonstrable experience in a role of responsibility, relating to quality standards, frameworks or assuring quality as a key business function	✓	
Proven track record of managing team and operational delivery, driving continuous service improvements	✓	
Will have experience of engaging with and building relationships with diverse internal and external stakeholders	✓	
Experience of developing and implementing effective reporting metrics, working to measure and exceed performance requirements		✓
Client/customer relations	✓	
<b>Skills</b>		
Strong team management skills in developing a high performing team	✓	
Strong interpersonal and relationship management skills, able to influence internally and externally	✓	
High level of communication and presentational skills.	✓	
Knowledge of and ability to use IT	✓	
Self-motivated with excellent organisational skills	✓	

