

Job Profile

Quality Officer

Department	Quality Assurance
Location	Solihull with some client travel as required
Reports to	Quality Manager
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	Circa £32,000 per annum (dependent on experience)
Date	June 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.

About the role

Our Quality Framework consists of a Provider Approval process and a Product Approval process, and set audits that we have as part of our processes. These services will look to assure the quality holistically, at both an organisational and training programme level; providing a mechanism for employers and training providers to use to verify the quality of in-house delivering as well as a tool for procurement of either internal and external training provision. The process adheres to the ISO9001 certified practices.

It is our aim to drive the quality of competence training and assessment within the gas, power, waste management and water industries up by ensuring complete alignment with learner, employer and industry expectations.

Through our Affiliate Community of Practice we aim to drive continuous improvement, bringing likeminded people from our community to facilitate, present, discuss and debate the latest thinking in learning and assessment. Our Consultancy packages for the events help employers who have quality at the heart of everything they do, achieve their goals in an efficient, effective and supported way and, of course, every learner who has completed our approved product is registered and certificated on the established industry skills platform, the Energy & Utility Skills Register (EUSR); providing records and verification of competency which are readily available 24 hours a day, 7 days a week.

About you

As a Quality Officer you will be required to implement, and where appropriate assist in the development of, various aspects of the Energy & Utility Skills Group 'Assure' service delivery offering.

This will involve undertaking provider approvals related work, quality product approvals work (Youth Entrant Programme, work-based learning and training work), managing and maintaining relationships with clients, delivering training events, consultancy support and any other aspects of the current and future service line development and implementation.

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

The Quality Officer will be accountable for:

Approval Work

- Assessing Provider, Product and Trainer Approval submissions against our best practice criteria; following related processes to ensure that the robustness and validity of quality processes are maintained.
- Auditing the quality of the submitting organisations provision relating to Employers, Providers, Products, Trainers and Assessors to verify continued adherence to our best practice criteria.
- Administration duties includes, although are not limited to; the logging of approval information to ensure evidence is scanned and/or stored securely; report writing, which will include detailed reports stating outcomes for our customers, training and development tackling.
- Acting as an expert for learning and assessment approval, including youth entrant programmes and upskilling programme within what is a safety critical environment.

Relationship Management

- Developing and maintaining relationships with providers to ensure customer satisfaction and retention, and encourage and facilitate further engagement with the commercial offering. Working directly with internal teams to support all functional areas of the business.
- Visiting and auditing Training Providers to offer support and take them through the provider and product approval process, and providing advice and guidance on all aspects of quality products and supporting processes.
- Signposting to other areas of the business or developing programmes of learning to aid and support the organisation towards their own goals for their training and development.
- Supporting the Quality Assurance team members to achieve the business plan targets for the operational service line, including administrative activities as required.
- Providing support and solutions to managing processes and functions to the Quality Manager that supports best practice and ISO practice.
- Sourcing and contracting 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
- Supporting customer engagement offsite as required and on relevant external groups, committees and forums, acting a representative of EU Skills and driving the quality agenda
- Responding to relevant day to day enquiries from internal and external sources

- Supporting the communications plan to promote awareness of the product offer both internally and externally

Affiliate Community of Practice, Training and Events

- Designing, coordinating and delivering Affiliate Community of Practice events and Trainer/Assessor Management sessions, working with specific sectors stakeholders to ensure there is a programme of quality improvement
- Supporting the Quality Team in ensuring internal and external communications activity
- Assisting with the development and delivery of new products and supporting the product development solutions work done by internal sector teams

Additional Duties

- Assisting the team drive towards developing and growing domestic and international, commercial opportunities
- Working to support ISO 9001 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
Education		
Graduate or working at graduate level		✓
Minimum level of assessment qualification - Level 3 Certificate in Assessing Vocational Achievement	✓	
Work Experience		
Three years' experience in a role of responsibility, relating to quality standards, frameworks or assuring quality as a key business function	✓	
Working experience of the national system of vocational education and training, and awarding bodies	✓	
Experience of internal and external quality assurance practices	✓	
Experience of developing and delivering training programmes to Awarding Body or Trade Body standards	✓	
Evidence of training and development skills		✓
Financial & reporting systems		✓
Experience of office based administration	✓	
Exposure to managing vocational quality functional areas	✓	
Skills		
Ability to provide advice, guidance and customer solutions and services	✓	
Ability to meet deadlines	✓	
Interpersonal skills	✓	
Communications skills	✓	
Attention to detail	✓	
High standard of reporting skills	✓	
Ability to manage relationships at all levels	✓	
Work effectively as a member of a team	✓	
Management skills		✓
Excellent organisational skills and time management	✓	
Planning and project management	✓	
Decisive	✓	

Behaviours/ Characteristics		
Team worker	✓	
Personable	✓	
Self-motivated	✓	
Analytical and clear thinking	✓	