

Job Profile

Quality Manager

Department	Energy and Utilities Independent Assessment Service
Location	Solihull with travel as required
Reports to	Head of Energy and Utilities Independent Assessment Service
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	£40- £45k
Date	September 2017

About us

Energy & Utility Skills offers, membership, assurance services and skills solutions to help employers attract, develop and retain a sustainable skilled workforce to ensure the seamless delivery of essential services to 65 million people each day.

The Energy & Utilities Skills Independent Assessment Service (EUIAS) is approved on the Register of Apprentice Assessment Organisations (RoAAO) to deliver end-point assessment for apprenticeships for a range of standards within a safety critical sector. The EUIAS was the first assessment organisation to have achievements in England in 2016. We are a pioneering, innovative and specialist organisation with a commitment to high quality end-point assessment which meets the needs of employers.

About the role

Reporting to the Head of the EUIAS Service, you will be responsible for the quality assurance of the EUIAS with specific responsibility for external and internal quality assurance, self-assessment and continuous quality improvement.

You will manage the team of Chief Examiners responsible for each niche specialist sector to ensure reliable and valid end-point assessment which is consistent and comparable and which exceeds the regulatory requirements.

About you

A strong leader, you will have demonstrable experience in quality assurance of either qualifications and/or end-point assessment. Experience of the energy and utilities or adjacent sectors would be helpful to understand the safety critical context of this work.

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

- Manage the delivery of internal quality assurance of EUIAS activities to meet the regulatory and external quality assurance requirements by the Institute for Apprenticeships and/or associated bodies including, but not limited to, surveys, reports and requests for information.
- Lead the operational excellence of quality assurance services through self-assessment and continuous quality improvement through the devising of quantitative and qualitative performance and service metrics.
- Drive and deliver operational performance in line with the agreed business plan targets.
- Lead all assessment outputs including final decision panels, external examiner activity, audit, monitoring, final grade moderation events and standardisation.
- Lead the RoAAO End-point Assessment Organisation Conditions of Acceptance monitoring, liaison with ESFA (post approval) and input to future RoAAO applications.
- Develop new policies undertaking the bi-annual review and refresh to meet regulatory and service demands
- Manage risk and conflicts of interest across the service
- Ensure the effective management of Chief Examiners to meet agreed service levels.
- Manage incidents around malpractice and maladministration.
- Manage complaints and appeals as part of our commitment to high service levels.

Client and Relationship Management

- Act as an ambassador for the EUIAS service, attending and speaking at events as required and upholding the positive brand image.
- Attend as a member of the Governing Body and Sector Assessment and Assurance Panels.
- Build strong and effective client relationships to ensure high levels of client satisfaction, retention and the maximising of opportunities for EUIAS business through valued added service.
- Build effective relationships with stakeholders and industry groups to maximise the strategic positioning of the EUIAS including but not limited to the Education and Skills Funding Agency, Institute for Apprenticeships, Ofqual and ECITB.

Additional Duties

- Maintaining and developing effective communications and working relationships external and internal with peer group, wider teams, colleagues and other departments

Job Holder Specification

Specification	Essential	Desirable
Education/Knowledge requirements		
Graduate or working at graduate level	✓	
Strong understanding of quality assurance and assessment from either a qualification and/or apprenticeship end-point assessment perspective	✓	
Thorough knowledge of apprenticeship and technical education policy landscape	✓	
Understanding of the energy and utilities sector		✓
Work Experience		
Demonstrable experience in a role of responsibility, relating to quality assurance of education, standards and/or frameworks	✓	
Proven track record of managing dispersed teams and operational delivery, driving continuous service improvements	✓	
Experience of engaging with and building relationships with diverse clients, internal and external stakeholders	✓	
Experience of developing and implementing effective reporting metrics, working to measure and exceeding performance requirements	✓	
Skills		
Strong team leadership skills to develop a high performing team	✓	
Strong interpersonal and relationship management skills, able to influence internally and externally at all levels	✓	
High level of communication and presentational skills.	✓	
Knowledge of and ability to use IT	✓	
Self-motivated with excellent strong organisational skills	✓	
High levels of integrity and professional objectivity	✓	