

Job Profile

External Quality Assurer (EQA)

Department	Registration Services, Quality Team
Location	Solihull/Home based 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.)	Co-located between Solihull office and home working. The role also requires UK-wide travel and overnight stays away as required for client visits
Salary:	Up to £34,000 per annum (dependent on experience) plus Car Allowance + eligibility for company bonus scheme plus pension and benefits
Date	August 2021

About us

Energy & Utility Skills is a membership organisation at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We help employers attract, develop and maintain a sustained skilled workforce.

Our Quality Framework and policies sit at the heart of the quality assurance of our wide portfolio of standards, schemes, and programmes. All new centres must be able to demonstrate that they meet all our criteria before they can become approved. Approved centres can get their own training programme and materials endorsed by us, giving them a 'quality mark' when promoting the training to their own customers. Both approved centres and endorsed training programmes are audited each year to confirm continued compliance with our criteria.

About the role

As an EQA you are centre facing ('centre' includes both our Approved Providers and Approved Trainers) with a focus on ensuring that all our centres remain compliant with our approval criteria, at both a centre and training programme level.

In this role, you will also spend time with our centres offering them information, advice and guidance on our approval and audit processes and requirements – before and after approval. You will support continuous improvement by sharing best practice and sometimes working with centres on action or improvement plans. You will also have the opportunity to feed in to our own continuous improvement, whether at a scheme level, or relating to an aspect of our quality assurance or registration processing.

You will also work with centres to identify any additional opportunities such as other industry relevant schemes or endorsed training programmes.

About you

You will have recent experience in working in the vocational education or training sector, ideally within an awarding or other professional body as an EQA, or a training provider as an IQA. You will already hold an existing qualification for EQA or IQA, and maybe also as a Trainer; you will be experienced at carrying out audits.

You demonstrate a high standard of interpersonal and communication skills – including the writing of comprehensive centre facing approval, audit and monitoring reports. As most of our information and data is held within our Quartz system, you will also need to have excellent IT literacy and skills.

Key responsibilities

Approvals and Audits

- Conduct approvals and audits in line with our internal quality assurance processes to confirm compliance with our approval criteria, keeping accurate and up to date records
- Assign a risk rating to centres in accordance with our Risk Management Policy
- Write comprehensive reports following each approval and audit

Relationship Management & Centre Support

- Develop and maintain good working relationships with our centres and key industry stakeholders; offering information, advice and guidance to support and embed the culture of continuous improvement
- Identify, or respond to, opportunities for additional schemes or services that would add value to our centres
- Work closely with other internal teams including Product Management, EUSR Support, Client Management and Marketing.

Continuous Improvement

- Feedback intelligence and information that will help us continually improve our schemes, service and value to our centres, or the promotion or messaging of them
- Support the Quality Manager in the review and development of quality assurance documentation, policies, processes and activities to ensure they remain appropriate and of the highest standard
- Represent the Quality team on employer or provider network groups, Trainer Approval Workshops or any other events
- Support the Product Management and EUSR Support teams to ensure all schemes processes remain fit for purpose, providing feedback from our centres as appropriate
- Work as one team across Registration Services and adhere to the 'One Team: Team Charter'

Additional Responsibilities

- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Job Holder Specification

Specification	Essential	Desirable
Education/Pre-requisite knowledge		
Knowledge of the energy and utility sector		✓
Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (RQF)		✓
Work Experience		
Significant experience of working as an EQA within an awarding or similar professional body or as an IQA in a training provider/college	✓	
Working with centres to support continuous improvement	✓	
Pro-actively working with centres to identify and support ways in which value can be added through additional schemes or programmes	✓	
Skills & Competencies		
Excellent and accurate written skills – especially report writing	✓	
Highest standard of interpersonal skills with the ability to build, and maintain, good working relationships with internal teams and external centres	✓	
Excellent organisational skills and time management	✓	
IT literate – used to working with Microsoft Office applications – confidence in using new systems and technology	✓	
Completer-Finisher – takes ownership of tasks and issues	✓	
Ability to analyse and problem solve – within the remit of the role	✓	