



Job Description: Quality Officer

Permanent

Full Time

Location: Sale

Reports to: Quality Manager

Salary: 15 – 19k

Overview

Individuals in this role perform a vital function in ensuring every award made by TQUK is valid and reliable.

On a daily basis our Quality Officers will make judgements regarding the suitability and compliance of actions taken by our centres and TQUK staff. They will provide advice and support to our centres about the processes and requirements for becoming, and staying, approved.

In particular, they will provide help and support relating to the expectations TQUK places on its centres in relation to Internal Quality Assurance processes, and help them to understand what to expect from the External Quality Assurance Process.

It is essential that our Quality Officers are confident handling a large case load with a keen eye for detail and ability to fairly and consistently apply rules.

Knowledge and experience of the internal and external quality assurance processes is essential for this role and for this reason we are looking for someone who holds one or both of these qualifications, or has extensive experience working in a role where they have experienced the processes.

Training Qualification UK. Dunham House, Cross Street, Sale, M33 7HH

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Key responsibilities

- Provide advice and guidance on the Internal Quality Assurance places External Quality Assurance activities to existing centres
- Ensure that centres registering learners with TQUK for the first time are contacted and understand the expectations placed upon them in terms of internal quality assurance and the certification process
- Act as liaison between the Business Support, Business Development and Client Relationship teams and support with quality related matters
- Process RPL, Reasonable Adjustments and Special Considerations Requests
- Audit the internal processes of TQUK's other teams and drive constant improvement in compliance against Conditions of Recognition
- Support the Quality Manager with investigations into potential malpractice and maladministration
- Respond to complaints and appeals in line with SLAs, escalating to the Quality Manager and seeking input from other teams when required
- Conduct reviews of assessments devised by centres, supporting improvements where required

Other responsibilities

- Maintain excellent working knowledge of TQUK products, processes and regulatory obligations
- Provide reports of team activities when necessary
- Efficient and accurate use of the diary programme and office software including keeping accurate reports of all EQA activities
- Data and file management; inputting, filing, monitoring of data

Key requirements

- Have excellent verbal and written communication skills

- Be organised and able to prioritise your workload
- Be dedicated to providing world class customer service
- Be able to think on your feet and respond to customer demands
- Be prepared to work in a regulated environment with a constant eye to maintaining and improving regulatory compliance
- Be comfortable working to set standard operating procedures
- Hold one of the following qualifications or their recognised equivalent:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
 - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
 - V1 Conduct internal quality assurance of the assessment process
 - D34 Internally verify the assessment process
 - Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice
 - Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
- Having recent, relevant experience of IQA or EQA processes will be a real advantage

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a “can do, will do” attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business