

Job Specification

JOB TITLE	REPORTING
External Quality Assurer	Head of Solutions and Compliance

Due to strong organisational growth, we are looking to appoint a driven, motivated individual with experience in delivery and quality assurance of vocational qualifications. The role is open for full time employment or on a contractor basis.

We are an **Investors In People (IIP) Gold** organisation and offer substantially above the norm benefits packages to our staff. Attitudes and behaviours are equally as important as skills and experience here at ETA. Therefore we are willing to provide any additional support, training and upskilling necessary to the right candidate.

To highlight your interest in working with us please send us your details through our website whilst uploading a resume or CV below.

KEY PURPOSE

This role is an evolving one with the opportunity for the successful applicant to contribute to the ultimate role with regard to the activity, process and practice.

The post holder will work to the Head of Solutions and Compliance to contribute to the development of streamlined and innovative approaches to the external quality assurance activity, primarily the continuous sampling process and underpin the ETA service delivery commitment.

KEY RESPONSIBILITIES

- Undertake sampling of centre activity on a rolling and regular basis via video link and through centre systems and e-portfolio mechanisms as required and agreed with the centre
- Undertake quarterly (or as allocated to each centre) monitoring activities in line with centre allocation – this may be in person at the centre
- Undertake all activity in line with the sampling matrix provided by Head of Solutions and Compliance
- Complete administration duties ensuring all activities are concluded within agreed time frames and that personal resources are used effectively and efficiently to achieve best value
- Participate in and contribute to EQA standardisation and training sessions as required
- Contribute to the ongoing peer development of the team
- Liaise with Head of Solutions and Compliance, with regard to improvements in the policies, procedures and practices that could be made
- Contribute to the general purpose of the business including business planning, team meetings, quality meetings and general team activities
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KEY COMPETENCIES

- Hold or be prepared to work towards a current recognised external quality assurance qualification
- Have experience of operating in a vocational education environment
- Be able to demonstrate good practice in understanding the requirements of vocational assessment and quality assurance
- Be able to demonstrate good practice in being a contributing member of an innovative team
- Demonstrate excellent interpersonal skills and be able to engage positively with all stakeholders including centres and team members

- Communicate confidently and effectively particularly in a large group situation; work professionally and co-operatively, with stakeholders, other appointees and staff
- Provide accurate feedback on performance in a supportive and professional and timely manner
- Demonstrate excellent organisational and administrative skills and provide attention to detail in a timely manner
- Be prepared to provide organisational input to underpin continuous improvement of the business

KPIs

Annually, on completion of the duties outlined in this profile, the post holder will be measured against Key Performance Measures – agreed at the beginning of each business year - as well as Organisational Behaviours and informed of the outcome in relation to their performance at both 6 monthly and 12 monthly intervals.

This is a description of the job as it exists at present. All job descriptions are liable to variation in order to reflect any future role/organisational change. As a list of general duties, the above is not exhaustive. The work of the Company as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues and stakeholders to facilitate this development. All post holders are expected to comply with the organisation policies and codes of practice in relation to Equal Opportunities, Health & Safety and Quality Assurance.