

Job role: Qualifications Operations Manager, The OR Society

Reports To

Head of Qualifications and Accreditation (Responsible Officer)

Contract

- Permanent, part time 2.5 days (17.5 hours)
- Remote and flexible working

Salary

£22,845.50 per year (actual salary).

£45,691 FTE plus 11% pension contributions, 25 days' annual leave (plus public holidays) – pro rata.

Job Overview

To plan and implement the quality assurance strategy for regulated qualifications and University Accreditation Programmes. An integral part of this role is supporting the Responsible Officer in ensuring our quality assurance and operational processes remain compliant and fit for purpose.

The post-holder will also be responsible for continually monitoring the delivery of OR Society qualification and accreditation services to identify improvement opportunities, acting on any feedback received from stakeholders. As well as developing, implementing and managing the training provider agreement process and, in future, the Centre approval process.

Key Responsibilities

Operational

- Allocate assessors, IQAs and/or EQAs to learners and providers to ensure no conflict of interest, taking into consideration individual expertise, (currency and competence) relevant sector qualifications and geographic location where required.
- Manage the performance of assessors, IQAs and EQAs. To provide IQA and EQA mentoring and monitoring activities as required, this may include sign-off and support to assessors, IQAs and EQAs who are new to the role.
- Deal appropriately with the management of incidents, issues, malpractice or maladministration, enquiries, appeals and complaints in line with published policies and procedures, providing solutions to mitigate risk and recurrence.
- Plan, organise and facilitate IQA, EQA and assessor standardisation activities.
- To scrutinise assessment, IQA and EQA decisions, to risk-rate accordingly and to monitor performance and assessment decisions on an ongoing basis.
- Support the Responsible Officer in developing and implementing any new policy documents and procedures as required for new / future provision.

Quality Assurance

- Ensure compliance with Ofqual's General Conditions of Recognition, the Apprenticeship Assessment Qualification Level Conditions and any other relevant regulatory requirements.
- Maintain and regularly review conflict of interest declarations; evidence and have due diligence of all assessors, subject matter experts, IQAs and EQAs in line with the OR Society EPAO Conflict of Interest Policy and procedure.
- Implement and continuously improve the OR Society Internal Quality Assurance (IQA) and External Quality Assurance (EQA) strategy for regulated qualifications and Continuing Professional Development (CPD).
- Support the Responsible Officer with regulatory monitoring activity and audits, including any preparation, contribution, and attendance at any physical audit by external agencies where required.
- Manage and review quality assurance processes to ensure they align to the OR Society Quality Strategy. Develop, review, and monitor qualification and internal and external quality assurance policies, procedures, and systems in order to meet regulatory requirements and to meet business objectives.
- Where required, support providers to achieve higher quality of delivery aligned to qualification requirements. Ensure the integrity of assessment materials and implement procedures to mitigate risks of breaches.

Governance & Compliance

- Support the Head of Qualifications and Accreditation in the operational governance of the regulated qualifications offer.
- Comply with external regulatory requirements and reporting.
- Support the Head of Qualifications and Accreditation with the annual self-assessment process and deliver the continuous improvement plan.
- Support and implement the processes for the management of risks and conflict of interests.

Person Specification

Essential Education and Knowledge Requirements:

- High level of knowledge of the Apprenticeship Reform programme and the associated role of Skills England and the Department for Education.
- High level of knowledge and understanding of apprenticeship and technical education policy landscape including understanding of regulation, legislation and guidance relating to regulated qualifications, including apprenticeship assessments.
- Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice or its equivalent is essential.
- Knowledge of assessment methodologies used in the delivery of regulated qualifications.

Essential Experience:

- Demonstrable experience in the delivery and quality assurance of regulated qualifications, including end-point assessments.
- Demonstrable experience in managing operations and driving continuous service improvements.
- Will have experience of engaging with and building relationships with internal and external stakeholders at appropriate levels.
- Experience of developing and implementing effective reporting metrics, working to measures and exceeding performance requirements.
- Experience of acting as an Internal Quality Assurer (IQA) or External Quality Assurer (EQA) to monitor and sample assessment decisions.

Essential Person Skills / Competencies:

- Experience of working and communicating with senior stakeholders.
- Strong interpersonal and relationship management skills; able to build effective networks and relate to people at all levels.
- Proven leadership and people management skills, including excellent interpersonal, mentoring and performance management mentoring skills.
- Ability to work well in teams, gaining clear commitment and agreement from others both internally and externally.
- High level of communication and presentation skill.
- Strong organisation and prioritisation skills with successful delivery outcomes on time and with resource constraints.
- Responds flexibly to changing circumstances, demonstrating openness to changing work priorities and deadlines.
- Self-motivated with excellent organisational skills; able to manage time effectively and monitor performance against deadlines and milestones with excellent attention to detail.
- Knowledge of, and ability to use, IT.

Desirable Person Skills / Competencies:

- Level 4 Award in External Quality Assurance of Assessment Processes and Practices is desirable but not essential.
- Sound knowledge of the latest thinking and trends in the use of technology, products, and services in delivering regulated qualifications.