



Job Description: Quality Officer

Permanent - Full Time

Location: Sale

Reports to: Quality Team Leader

[Overview](#)

Our Quality Officers work closely with our Quality Team Coordinator and Quality Team Leader to help ensure that our centres get the best possible support to deliver in line with our requirements, and that the awards and certificates that we issue are valid and reliable.

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. Our Quality Officers work to integrate our requirements into the practices and processes of our centres and must be able to provide high levels of 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.

This role involves building relationships with quality counterparts in our recognised centres, and our bank of external quality assurers. It is essential that our Quality Officers are confident handling a large workload with a keen eye for detail and ability to fairly and consistently apply rules.

[Key responsibilities](#)

- Provide advice and guidance on Quality Assurance activities to an assigned portfolio of work from Training Qualifications UK recognised centres
- Effectively manage quality assurance activities, including:

- Ensuring that assigned centres registering learners with TQUK for the first time understand the expectations placed upon them in terms of internal quality assurance and the registration and certification process.
 - Complete Qualification approval processes for centres in line with established SOPs
 - Managing EQA arrangements at assigned centres, including planning, reporting, providing formal and informal feedback, and referring for further action.
 - Process centre withdrawal requests
 - Complete Support requests from centres for centre devised assessment, learner reasonable adjustments and special considerations, and accredited prior learning
 - Support the Quality coordinator with sanctions and actions placed upon assigned centres.
- Act as liaison within the Quality Team, and to all other internal teams to support with quality related matters
 - Support the Quality and Compliance Manager and Quality Team Leader in the design and implementation of Centre Assurance Standards Scrutiny arrangements.
 - Support the Quality Coordinator with investigations into potential malpractice and maladministration.
 - Respond to complaints and enquiries in line with SLAs by telephone and email, escalating to the Quality Coordinator and seeking input from other teams when required.

Other responsibilities

- Maintain excellent working knowledge of TQUK products, processes and regulatory obligations
- Provide reports of team activities on a monthly basis
- Accurate data and file management; inputting, filing, monitoring of data

Key requirements

- English and Maths at a minimum of level 2
- Good level of computer literacy with competencies in Microsoft Access, Excel, Word and Outlook
- Experience of working with a customer management system
- Having recent, relevant experience of IQA or EQA processes
- Have excellent verbal and written communication skills
- Experience of working to deadlines, set standards and operating procedures

Desirable

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

Key characteristics

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

- Be passionate about education and the opportunities that it brings.
- Excellent problem solving skills
- Accuracy and attention to detail
- 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 keep an eye on the bigger picture
- Be able to have fun!