

Job Description: Lead External Quality Assurer (Health and Social Care)

Permanent
Full time
Location: Remote (Nationwide travel expected)
Salary: £26,000
Reports to: Quality Co-Ordinator (EQA)
Line Management Responsibilities: None

Overview

Individuals in this role perform a vital function in ensuring every award made by TQUK is valid and reliable, whilst providing outstanding customer service to our centres.

On a daily basis, our Lead External Quality Assurers will make judgements regarding the validity of evidence and ensure that our Centre's meet TQUK requirements for Centre Approval to be maintained. They will provide advice and support to our centres about the processes and requirements for becoming, and staying, approved. They will support our team of EQAs in their sector to ensure decisions are standardised, and that they have all the tools and information they require.

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

TQUK has three values that we ask of everyone who represents us to live by; be courteous, have a willingness to learn, put the team first. Through these three values we offer our customers unrivalled service and can make TQUK be the best it can be.

Key responsibilities

- Deliver outstanding customer service to TQUKs customers
- Carry out quality assurance activities with TQUK centres
- Sample centres' assessment, grading and monitoring procedures and process, as required, to ensure that the decisions meet TQUK's requirements
- Complete Observations of relevant centre activities including but not limited to assessments being delivered
- Provide up-to-date information, advice and guidance on TQUK's Quality Assurance activities and qualifications to centres
- Carry out approval reviews to new centres and make sure that all appropriate systems and procedures meet TQUK's requirements
- Support investigations and additional centre activities as required
- Ensure that up to date knowledge is maintained in areas of competence, including but not limited to attending training events/conferences organised by TQUK
- Organise and plan standardisation and training meetings for TQUKs team of EQAs

- Conduct Staff and Learner interviews as required
- Complete and submit External Quality Assurer Reports within the required timescale
- Attend and observe External Quality Assurers on visits with centres to ensure they are meeting the required standards expected of TQUK
- Review EQA reports to ensure they meet the standards expected of TQUK
- Organise and plan bespoke training events as and when required and produce fit for purpose activities for the events.
- Support with screening, interviewing, and on-boarding of potential EQAs as required to verify expertise and qualification attainment meets industry requirement
- Contribute, as required, to the development, withdrawal and review of TQUK qualifications by providing feedback to TQUK's Qualifications Team.

Key requirements

- Hold a recognised qualifications in Assessment and/or Internal Quality Assurance, including but not limited to:
 - 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
- Be fully committed to on-going CPD in the occupational area in which you'll be working
- Meet the occupational competence requirements of the qualification being quality assured, as outlined by TQUK
- Have a proven track record of leading standardisation
- Have excellent verbal and written communication skills
- Be comfortable working to deadlines, set standards and operating procedures
- Be familiar with current information and guidance issued by the current regulators including but not limited to Ofqual, Qualifications Wales and CCEA Regulation, and the Department for Education
- Be willing/able to travel, as required.

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