



Job Description: Quality Officer

Permanent - Full Time

Location: Sale

Reports to: Quality Team Leader

Salary : £18,000

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 of actions taken by our centres. 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 Quality Assurance processes and help them to understand what to expect from the External Quality Assurance processes.

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

TQUK has 3 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 3 values we offer our customers unrivalled service and can make TQUK be the best it can be.

responsibilities Key

- Assign and organise quality assurance activities at approved centres.
- Manage EQA arrangements at assigned centres, including planning and reporting on EQA activities, providing formal and informal feedback, and referring centres and External Quality Assurers for further action.
- Provide advice and guidance on Quality Assurance activities to a portfolio of centres.

- Complete centre recognition and qualification approval processes for on-boarding centres in line with established SOPs.
- Undertake Direct Claim Status transfer processes, as required.
- 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 certification process.
- Support the Quality coordinator with sanctions and actions placed upon assigned centres.
- Act as liaison between the Operations, Business Development and Service teams and support with Quality related matters.
- Support centres and TQUK meet the requirements of TQUK's Centre Assurance Standards Scrutiny arrangements.
- Support the Quality and Compliance Manager and Quality Coordinator (Maladministration and Malpractice) with investigations into potential malpractice and maladministration.
- Respond to enquiries in line with SLAs, escalating to the Quality and Compliance Manager/Team Leader and seeking input from other teams when required.

Other

responsibilities

- Maintain excellent working knowledge of TQUK products, internal and external processes, and regulatory obligations.
- Efficient and effective 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 deadlines, set standards and operating procedures

Nice

to have...

It would be beneficial if you hold or are working towards Level 4 Award in External Quality Assurance of Assessment Processes and Practice or equivalent qualification, or be prepared to work towards achieving it.

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
- Accuracy and attention to detail
- Work well with others
- Be able to have fun!

Be able to keep an eye on the bigger picture and appreciate where your role fits into the business