



# Quality Assurance Officer

## Job Description

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<b>Job Title</b>	<b>Quality Assurance Officer</b>
<b>Directorate</b>	<b>SFJ Awards</b>
<b>Location</b>	<b>(Hybrid) Sheffield (2 days working from home)</b>
<b>Reports to</b>	<b>Quality Assurance &amp; Improvement Manager</b>
<b>Pay</b>	<b>£27,000 - £31,000</b>
<b>Contract</b>	<b>Permanent</b>
<b>Hours</b>	<b>37.5 hours per week</b>

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## Job Summary

SFJ Awards is a regulated awarding organisation in England, Wales, Northern Ireland and Scotland. SFJ Awards is also an Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessments to apprentices on a growing number of apprenticeship standards.

To work with the Quality Assurance & Improvement Manager and support the quality assurance team to ensure that SFJ Awards is compliant with regulatory obligations and its services meet customer and regulatory requirements.

As part of the quality assurance team you will work alongside the Quality Assurance and Improvement Manager and will build positive relationships with colleagues and our External Quality Assurer team.

This role requires someone who thrives on being organised yet flexible enough to keep up with developments in a dynamic landscape.

## Key Responsibilities

Reporting to the Quality Assurance and Improvement Manager, the post holder's key responsibilities will include:

- Assigning, monitoring and performance managing the work of External Quality Assurers (EQAs)
- Quality assurance / monitoring of approved centres in accordance with SFJ Awards Centre Approval and risk rating criteria



## Specific Responsibilities

Specifically, the post holder is responsible for:

- Approving/rejecting prospective centres and ensuring the on-going quality assurance / monitoring of approved centres in accordance with SFJ Awards Centre Approval and risk rating criteria.
- Assigning, monitoring and performance managing the work of External Quality Assurers (EQAs) providing developmental feedback to ensure standards are maintained.
- Ensuring that Centres offering SFJ Awards qualifications comply with all regulatory requirements (including those that relate to external assessment).
- Apply, and monitor, effective risk management of centres using intelligence from a range of sources.
- Identify and address concerns over the performance of Centres and/or EQAs in line with SFJ Awards policies and processes.
- Monitor action plans in relation to the quality assurance and compliance of Approved Centres, reporting concerns to the Quality & Compliance Manager.
- Scrutinise EQA Reports to ensure comments, actions and recommendations made by the associate EQA team are appropriate and consistent with SFJ Awards policies and procedures.
- Formally communicate with centres in relation to compliance matters (e.g., confirmation of centre approvals, qualification approvals, outcomes of EQA activities, Sanctions/non-compliance).
- Providing advice and support to Approved Centres to maintain and/or improve standards.
- Maintaining accurate and up to date records of SFJ Awards EQAs and centre monitoring activity.
- Supporting the Quality & Compliance Manager to organise and run regular moderation and standardisation events.
- Supporting the Quality & Compliance Manager to prepare reports on SFJ Awards Quality Assurance activities, including to meet the reporting requirements of the U.K. qualification regulatory bodies.
- Building and maintaining professional relationships with colleagues and contacts.
- Liaising with the Quality Assurance Officer – EPA, providing support and cover where required to meet deadlines.
- Working as an effective team member to support SFJ Awards to achieve business objectives.
- Acting in accordance with organisational values and behaviours and as an ambassador for SFJ Awards and the wider Workforce Development Trust in all interactions with contacts, both internal and external.

## Person Specification

Criteria	Essential	Desirable
<b>Education and Qualifications</b>		
Teaching, training, assessor quality assurance qualifications or equivalent experience	✓	
Degree or diploma level qualification in any field, or equivalent experience gained within a regulated Awarding Organisation	✓	
<b>Knowledge</b>		
Understanding of the External Quality Assurer (External Verifier) role as carried out by an Awarding Organisation	✓	
Knowledge of the regulatory requirements of the UK qualification regulators		✓
Knowledge of vocational qualification assessment and quality assurance processes and practices	✓	
<b>Experiences</b>		
Experience of planning and coordinating a programme of activities across a range of locations and involving a range of parties	✓	
Experience of assessment and internal quality assurance	✓	
Experience of recruiting, assigning work to and performance managing external providers of services/associates	✓	
Experience of implementing defined financial procedures relating to contract delivery	✓	
Experience of building and sustaining effective working relationships with customers and stakeholders from different organisations	✓	
Experience of managing multiple streams of work to achieve defined objectives	✓	
<b>Skills and Abilities</b>		
Strong communication, influencing and interpersonal skills.	✓	
Strong attention to detail	✓	
Able to interpret information and form sound and reliable judgements based on evidence	✓	
Strong customer service skills	✓	
Able to work on own initiative and as part of a team, delivering to time, cost and quality requirements.	✓	
Ability to follow, evaluate and propose improvements to operating procedures.	✓	
Ability to manage conflicting demands and deadlines	✓	



Competent IT user	✓	
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Other		
Able to undertake travel and to be mobile across the UK as required.	✓	
Able to work autonomously with self-motivation, resilience and confidence.	✓	
Able to take a flexible approach to tasks, travel and hours of work.	✓	

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## Job Description Completion

<b>Name</b>	Nicola Dabill
<b>Job Title</b>	Quality & Compliance Manager
<b>Directorate</b>	SFJ Awards
<b>Date</b>	25 April 2024

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work.
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.



The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

### **Confidentiality**

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct.

Employees are expected to act with integrity both inside and outside the workplace.

### **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### **Other Employment**

You may not, without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever. All job descriptions are subject to review. Post holders are expected to be flexible and prepared to carry out any similar or related duties, which do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.