



The
Workforce
Development
Trust

QUALITY ASSURANCE MANAGER

Job description

Job Title	Quality Assurance Manager
Department	Quality and Compliance – SFJ Awards
Reports to	Head of Quality Assurance
Location	Sheffield Office, with hybrid working available
Pay Scale	£46,000k per annum
Contract	Permanent
Hours	37.5 hours per week

SFJ Awards

SFJ Awards are a regulated awarding organisation, delivering high quality qualifications and custom certification for learners through approved centres in England, Wales, Northern Ireland, and Scotland. We are also an apprenticeship assessment organisation approved by Ofqual to deliver assessment services for a growing number of standards in England. SFJ Awards is part of the Workforce Development Trust group.

The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our collective of four brands; Skills for Health, Skills for Justice, SFJ Awards, People 1st International and ICQ Awards, which deliver specialist, targeted skills interventions to support a variety of frontline public services.

Job summary

SFJ Awards provides a range of Awarding Organisation and assurance functions, including regulated qualifications and apprenticeship assessment. The Quality Assurance Manager oversees the day-to-day operation of assessment and quality assurance relating to apprenticeship assessments, qualifications and non-regulated provision.

They will plan and deliver the risk-based approach for the monitoring of qualification and apprenticeship assessments, in line with SFJ Awards requirements.

The post holder will line manage a team of Quality Assurance Officers and any relevant Quality Assurance staff, maintaining effective relationships with Centres, Associates and other internal teams to ensure the smooth operation of the Quality Assurance function and to ensure good customer service.

The Quality Assurance Manager will support the Head of Quality Assurance by ensuring the achievement of the operational objectives that support SFJ Awards strategic priorities.

Key responsibilities

Reporting to the Head of Quality Assurance, the post holder's key responsibilities will include:

- Acting as a member of the SFJ Awards Management team to ensure that issues are dealt with effectively, and raised with Senior Management when required.
- Daily management of resources to ensure the efficient handling of quality and compliance across apprenticeship assessment, qualifications and non-regulated provision.
- Ensuring that the team meet deadlines in line with agreed ways of working.
- Oversight of the assigning, monitoring and performance managing the work of Associates in a way that supports SFJ Awards Centre Assessment Standards Scrutiny ('CASS') strategy and Apprenticeship Assessment strategies.
- Being responsible for the recruitment and onboarding of Associates as required.
- Maintaining up to date CPD records and conflict of interest records for Associates.
- Ensuring apprenticeship assessments take place in line with SFJ Awards policies and procedures.
- Ensuring the quality assurance of qualification Centres, in line with SFJ Awards published Centre Assessment Standards Scrutiny ('CASS') approach.
- Ensuring that Centre and Qualification approval applications are processed in an effective manner, underpinning SFJ Awards professionalism and standards from the start of the relationship.
- Ensuring apprenticeship assessments and qualifications are delivered and assessed in line with regulatory requirements.
- Ensure the Quality Assurance team oversee completion of action plans given to SFJ Awards Centres.
- Manage 'live' incidents under the supervision of the Head of Quality Assurance and the Responsible Officer. This may include appeals and complaints, Reasonable Adjustment and Special Consideration requests, malpractice and maladministration.

- Arrange the facilitation of regular standardisation events.
- Overseeing the accurate and timely production of Thematic Reviews and any other requests by the regulator.
- The preparation and production of relevant papers for Quality Forum and Quality and Standards Committee, in partnership with SFJ Awards Management Teams.
- Ensuring high levels of customer service and satisfaction in the delivery of SFJ Awards quality improvement and assurance services.
- Supporting the accurate, reliable, consistent, and timely transfer of data to Regulatory bodies to the ISO 27001 standard.
- Any other task as required by the business to ensure smooth operation and excellent customer service.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
Maths and English qualification at Level 2 (minimum)	X	
Degree or equivalent professional, vocationally related qualification in Quality Assurance.		X
Assessor and/or Quality Assurance qualifications	X	
Teacher or Training Qualifications		X
Knowledge		
Knowledge and understanding of education, vocational qualifications and Apprenticeships across the UK.	X	
Understanding of Ofqual Conditions and their application to regulated qualifications and end-point assessments.	X	
Understanding of other relevant regulators requirements, including Qualifications Scotland, CCEA, Qualifications Wales and the SIA		X
Knowledge of apprenticeship funding and governance	X	
Knowledge and understanding of assessment and quality assurance systems and how they are applied within vocational education and training organisations.	X	
Knowledge of the assessment of apprentices.		X
Understanding quality assurance processes and practices in education.	X	
Understanding of the role technology can play in the delivery of Awarding Organisation functions		X
Experiences		

Experience of vocational assessment and quality assurance	X	
Experience of working effectively as part of a team and independently	X	
Experience of recruiting, assigning work to, and performance managing Associates.	X	
Management experience within the education sector		X
Experience of working to robust quality assurance requirements and mitigating risk in a regulated educational environment	X	
Experience of building and sustaining effective working relationships with customers and stakeholders from different organisations	X	
Experience of planning and managing multiple streams of work to achieve defined objectives.	X	
Experience of delivering services within a budget	X	
Skills and abilities		
Strong communication, influencing and interpersonal skills	X	
Able to interpret complex information and form sound and reliable judgements based on evidence	X	
Strong attention to detail and good organisational skills with the ability to manage own time and work priorities	X	
Resilience and determination, with the ability to work well under pressure in a dynamic environment	X	
Ability to follow, evaluate and propose improvements to operating procedures	X	
Work well with others as a part of a team and collaborate to meet challenging deadlines.	X	
Sound IT skills to support core functions of the role, including the use of Microsoft applications.	X	
Other		
Motivated, enthusiastic and able to work with confidence, using your own initiative	X	
A willingness to learn and a commitment to continued professional development	X	
Willingness to travel and work flexibly from time-to-time	X	

Job Description Completion

Name	Karl Stringer
Job title	Director of Quality, Risk and Regulatory Compliance
Department	SFJ Awards
Date	February 11 2026

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. This role is subject to a criminal record check via the Disclosure and Barring Service.

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 behaviour 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'.

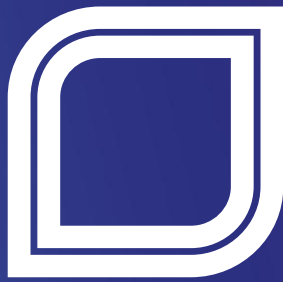
The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to 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.



**The
Workforce
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Vertigo,
Cheese Lane,
Bristol, BS2 0JJ
Tel: 020 3074 1222

Skills for
Health

Skills for
Justice


SFJ
Awards

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