



**The
Workforce
Development
Trust**

Quality Assurance and Compliance Manager

Job description

Job Title	Quality Assurance and Compliance Manager
Department	Quality and Compliance – iCQ Awards
Reports to	Managing Director, iCQ Awards
Location	Bristol Office, with hybrid working available
Pay Scale	£46,000 per annum
Contract	Permanent
Hours	37.5 hours per week

iCQ Awards

iCQ Awards are a regulated awarding organisation, delivering over 200 regulated qualifications, an end-point assessment (EPA) organisation for over 40 apprenticeship standards and providing integrated assessment and funding software solutions. We work across over 20 business sectors, delivering skills development to a growing number of organisations, including some large household names.

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

iCQ Awards provides awarding and assessment services to hundreds of training providers and employers across the UK – directly supporting the development of individuals through skills, knowledge and behaviours, often within the workplace.

Our commitment to providing exceptional service and support has positioned us as a trusted partner for a wide range of assessment organisations throughout the UK. As we continue to expand our reach, we are seeking an exceptional Quality Assurance and Compliance Manager to play a key role in our continued success.

The post holder will plan and deliver the risk-based approach for the monitoring of qualification and apprenticeship assessments, in line with iCQ Awards requirements.

The post holder will coordinate the team of Quality and Compliance Officers maintaining effective relationships with Centres, Consultants and other internal teams to ensure the smooth operation and good customer service of the Quality Assurance and Compliance function.

The Quality Assurance and Compliance Manager will support The Head of Quality and Compliance to ensure the achievement of the operational objectives that support iCQ Awards strategic priorities.

Key responsibilities

Reporting to the Managing Director, the post holder's key responsibilities will include:

- Daily co-ordination of resources to ensure the efficient handling of quality and compliance across apprenticeship assessment, qualifications and non-regulated provision.
- Meeting deadlines in line with agreed ways of working.
- Assigning, monitoring and performance managing the work of Consultants.
- Supporting the recruitment and onboarding of Consultants as required.
- Ensuring up to date CPD records and conflict of interest records for Consultants is maintained.
- Ensuring apprenticeship assessments take place in line with iCQ Awards policies and procedures.
- Ensuring the quality assurance of qualification Centres, in line with iCQ Awards published Centre Assessment Standards Scrutiny ('CASS') approach.
- Processing and onboarding Centre and Qualification approval applications.
- Ensuring the on-going quality assurance / monitoring of approved Centres.
- Ensuring apprenticeship assessments and qualifications are delivered and assessed in line with regulatory requirements.
- Acting on concerns with delivery and assessment, including the investigation of potential malpractice.
- Monitor the completion of action plans given the iCQ Awards Centres.
- Sampling reports from Consultants to ensure compliance with iCQ Awards expectations.
- Support with the management of incidents, issues, (appeals and complaints, as well as Reasonable Adjustment and Special Consideration requests in line

with published policies and procedures, providing solutions to mitigate risks and escalating where required).

- Supporting the Head of Quality and Compliance to facilitate regular standardisation events.
- Supporting the accurate and timely production of Thematic Reviews and any other requests by the regulator.
- Supporting the agreed risk management approach for the organisation, including risk in relation to the monitoring of qualification and apprenticeship assessments.
- Supporting and assisting in the review of iCQ Awards Policies and Procedures
- The preparation and production of relevant papers for the Senior Team and Governance meetings as well as regulatory enquiries as required, in partnership with other iCQ Awards Teams.
- Liaising with customers in a professional manner to support effective quality assurance, which is carried out in line with iCQ Awards requirements.
- Ensuring high levels of customer service and satisfaction in the delivery of iCQ 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 high customer service.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
Maths and English qualification at Level 2	X	
Degree or equivalent professional, vocationally related qualification in Quality Assurance.		X
Assessor and/or Quality Assurance qualifications	X	
Knowledge		
Current knowledge and understanding of education, vocational qualifications and Apprenticeships across the UK.	X	
Understanding of regulatory Conditions (Ofqual, CCEA and Qualifications Wales) and their application to regulated qualifications and end-point assessments.		X
Understanding of other relevant regulators requirements, including IfATE, Skills England		X
Knowledge and understanding of quality assurance systems and how they are applied within vocational education and training organisations.	X	

Knowledge of the assessment of apprentices.	X	
Understanding of the role technology can play in the delivery of Awarding Organisation functions	X	
Experiences		
Experience of working effectively as part of a team and independently	X	
Experience of working in an administration-focused role	X	
Experience of working flexibly and meeting required timelines within a dynamic working environment.	X	
Experience of working to robust quality assurance in a regulated industry where compliance with externally set rules and attention to detail are essential	X	
Experience of building and sustaining effective working relationships with customers and stakeholders from different organisations	X	
Experience of interrogating, Analysing and interpreting complex data	X	
Experience in recruiting and working with consultants		X
Skills and abilities		
Strong communication, influencing and interpersonal skills	X	
Strong customer service skills	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	
Strong IT skills to support core functions of the role, including the Microsoft Office Suite Applications	X	
A professional, reliable and responsible attitude to work	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	Dennis Twomey
Job title	Director
Department	iCQ Awards
Date	8 th April 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 than six 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 Development Trust

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