

Quality Manager (SIAS) Job Description

Job Title:	Quality Manager	Reporting to:	Head of Operations
Department:	SIAS	Direct Reports:	
Key Contacts:	SIAS Team SIAS Associates Science industry employers Science industry training providers	Location:	Warrington with UK travel
Date Created:	August 2019	Date Revised:	

Job Purpose

Working with the Head of Operations to ensure that all aspects of the End Point Assessment process maintain a high standard. The Quality Manager will lead on quality assurance, playing a key role in moderation, standardisation and internal verification of assessments, ensuring all activities are carried out to the high quality expected by customers, key stakeholders and regulators.

Key Accountabilities

- To work with the Head of Operations and Managing Director to ensure that SIAS thrives and prospers through delivering high-quality operational services.
- To participate in the development of SIAS, to support its growth and sustainability in a manner consistent with the level and duties of the post, including reviewing current processes and introducing innovative new ways of working.
- To help maintain strong and effective relationships with providers, employers and stakeholders including ESFA, Ofqual and the Institute for Apprenticeships and Technical Education.
- To develop, manage and maintain the quality assurance function for SIAS, including test moderation, standardisation and improvement of test materials.
- To participate in SIAS exam boards ensuring adequate quality checks of test outcomes to meet EQA standards.
- To plan and manage the annual quality assurance cycle; including the development and production of policies and procedures and the implementation of a regular audit cycle ensuring SIAS remains compliant with all relevant regulatory bodies.
- To coordinate the SIAS team in response to external audits, ensuring any requests are actioned in a timely manner.
- To work with SIAS Development Manager to assure the quality of assessment test design including continuous improvement of test instruments to meet EQA Inspection standards.
- To lead on any application for regulation by Ofqual.
- To lead on new Standard applications to the Register of End Point Assessment Organisations.
- To provide relevant data for submission to regulators and other stakeholders.
- To ensure that accurate data is maintained in the CRM system to inform management reports.
- To manage re-sit arrangements when necessary.
- To manage risk and conflicts of interest across the SIAS external assurer team
- To manage incidents around malpractice and maladministration through analysing the concern and reporting to the Head of Operations.
- To manage complaints and appeals to completion.
- Be responsible for promoting and safeguarding (including Prevent) the welfare of all learners with whom you come into contact with and adhere to Cogent's Safeguarding policy.

Knowledge Skills and Qualifications

- A degree or equivalent level science/ engineering qualification or experience
- Relevant experience of quality assurance within a qualifications / training environment
- An IQA qualification
- Evidence of recent CPD within quality assurance
- An understanding of apprenticeship standards, qualifications and valid assessment
- An understanding of the training environment of the science industry
- An understanding of the requirements of regulatory bodies such as Ofqual or QAA
- Knowledge and understanding of Ofqual General conditions of recognition
- Ability to analyse, interpret and present complex information and data
- A quality mind-set with a passion for accuracy and attention to detail
- Highly motivated self-starter and network builder, highly focused and driven to achieve goals in line with business targets and deadlines
- Adaptable – able to adjust working style to suit the needs of different target audiences
- Relevant experience of business development
- Able to work in an evolving business environment and respond positively to change, contributing own ideas to achieve business aims
- Able to work independently and effectively within a high degree of uncertainty
- Be willing to undertake travel across the UK, which may involve occasional overnight stays

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.