



Quality Manager (SIAS) Job Description

Job Title:	Quality Manager	Reporting to:	Managing Director
Department:	SIAS	Direct Reports:	None
Key Contacts:	SIAS Team SIAS Associates Science industry employers Science industry training providers	Location:	Flexible with 1-2 days per week in Warrington and with UK travel
Date Created:	August 2019	Date Revised:	November 2020

Job Purpose

Works with the Head of Operations and Managing Director to ensure that SIAS thrives and prospers through delivering high-quality operational services. Ensure that SIAS has all the relevant policies, process and processes in place to meet its regulatory requirements. 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 manage the quality assurance activities of the assessment service, including assessment moderation and standardisation events to support the on-going skills development of assessors, to support continuous improvement activities, and EPA maintenance.
- To implement and manage the internal audit cycle and working with colleagues to ensure SIAS remains compliant with all relevant regulatory bodies. Furthermore, ensuring the systems and activities of quality assurance and continuous improvement relating to assessments, delivery and assessors are implemented in full.
- To maintain and review company policies and lead on the adoption and implementation of new and updated policies across the business, ensuring adequate training and support throughout the transition.
- To help maintain strong and effective relationships with providers, employers and stakeholders including ESFA, Ofqual and the Institute for Apprenticeships and Technical Education.
- To lead/support in engagement with external quality assurance provider(s) ensuring requests are actioned in a complete and timely manner for both scheduled submissions and ad hoc requests.
- Prepare and disseminate across SIAS the regular updates on compliance matters and issues.
- To manage exam boards ensuring adequate quality checks of test outcomes to meet EQA standards.
- Moderate tests outcomes as necessary.
- To manage and monitor the Risk Log and Conflict of Interest Register.
- To work with the Assessment Development Manager to assure the quality of assessment design including continuous improvement of assessments to meet EQA Inspection standards.
- To support the Head of Operations with adequate provision of benchmarking data and analysis to support the review of assessor performance.
- To manage re-sit arrangements when necessary.



- To manage reported incidents around malpractice and maladministration with the Head of Operations.
- To manage complaints and appeals to completion.
- Promote safeguarding within the SIAS assessor team by promoting adherence to the SIAS 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 assessment methods
- 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
- 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.