

Open Awards

JOB DESCRIPTION

TITLE OF POST:	Quality Assurance and Assessment Officer
RESPONSIBLE TO:	Head of Quality and Standards
SALARY:	£26,429 per annum
STATUS:	Full Time Permanent

FUNCTIONS OF THE POST:

- To co-ordinate the operations of quality assurance, assessment activities and training activities relating to Open Awards qualifications and units in line with regulatory requirements.
- To develop, implement and disseminate internal processes for quality assurance and assessment activities that are compliant with regulatory requirements.
- To provide key performance data relating to quality assurance and assessment activities in order to help drive improvements
- To co-ordinate the production of guidance, training and standardisation relating to quality assurance and assessment activities
- To coordinate assessment centre bookings and resourcing.
- To provide administrative support to Quality and Standards team colleagues as required

MAIN DUTIES AND RESPONSIBILITIES:

Quality Assurance Operations

1. Coordinate the operations of quality assurance and assessment activities
 - Effectively manage the quality inbox, acting as the first line responder, allocating complex queries efficiently and ensuring responses are made within service standards.
 - Allocate and monitor the effectiveness of workload allocations for quality assurance staff and contractors (Quality and Standards Advisors, External Quality Assurers, Access to HE Pathway Moderators)
 - Allocate and monitor the effectiveness of workload allocations for assessment contractors (End Point Assessors, Assessment Writers and Markers).
 - Coordinate the recruitment, selection and performance management of contractors to ensure organisational and regulatory requirements are met.
 - Quality assure contractor's draft report and liaise with them to finalise reports in accordance with set criteria, recording and disseminating securely and in a timely manner.
 - Participate in external quality assurance and compliance activities including short notice scrutiny, incident reporting, investigation of potential cases of malpractice or maladministration and attendance at Access to HE Final Awards Boards.

Processes

2. Ensure that quality assurance and controlled assessment activities are administered through efficient processes that comply with regulatory requirements, including:
 - Coordinate the development and scheduled review of all internal processes for the processes to underpin the quality assurance of Ofqual-regulated and quality endorsed provision.
 - Ensure processes map to Ofqual Conditions of Recognition, Quality Assurance Agency (QAA) for Access to HE and Institute for Apprenticeships and Technical Education regulatory requirements
 - Identify improvements to processes to support Open Awards operational and business priorities
 - Clearly communicate and work collaboratively with colleagues from across Open Awards to operationalise internal processes effectively
 - Support centres and colleagues to comply with the requirements of quality assurance and controlled assessment processes.
3. Monitor processes and services against published service standards.

Performance data

4. Monitor, analyse and report on the impact of Open Awards' quality assurance and assessment activities, including:
 - Centre risk ratings
 - Quality assurance activities at centres
 - Customer feedback relating to external quality assurance and assessments
 - Timeliness of the production of reports
 - Externally-set controlled assessments
 - Centre staff attendance at training and events
 - The investigation, recording and response to quality assurance and assessment errors and incidents
5. Coordinate Open Awards' self-assessment activities to monitor compliance against the requirements of regulatory bodies (Ofqual, QAA and IfATE).

Guidance, training and standardisation

6. Ensure all published guidance relating to quality assurance and conducting controlled assessments remain accurate, current and compliant with regulatory requirements.
7. Participate in the development, review, operational requirements and dissemination of guidance and training materials for centres, employers and colleagues.
8. Coordinate a calendar of quality assurance and assessment communications with organisations (centres offering Ofqual-regulated qualifications, Access to HE Providers, apprenticeship employers).
9. Co-ordinate the Open Awards schedule of quality assurance and assessment training and standardisation events.

- Collaborate with the Development and Marketing team to ensure that training and events are published accurately and in a timely manner.
 - Coordinate bookings and provide access to delegates on online training
 - Ensure that delegates complete pre-event tasks as required.
 - Report to the wider team on attendance and non-attendance.
 - Analyse and report on delegate feedback, making recommendations for improvements.
10. Support the development of quality assurance-related marketing and promotional materials in liaison with the Development and Marketing Team such as case studies and news articles.

Assessment centre

11. Coordinate assessment centre bookings and resourcing.
- Oversee bookings for learner space in Open Awards' Liverpool Assessment Centre
 - Provide learners with joining instructions, liaising with their centre/ employer as required
 - Ensure assessment centre is suitably resourced with trained invigilator on site for all scheduled assessments.

People Management

12. Manage the work of administration staff and contractors as required to meet team objectives in accordance with the tasks set out in the job description.
- Set realistic targets and deadlines
 - Undertake appraisals and performance management
 - Motivate and get the best from the role

General Responsibilities

13. To provide administrative support to Quality and Standards team colleagues as required
14. Manage own performance efficiently to ensure service standards are met
15. Support the customer service team in the administration of Open Awards provision in coordination with the Customer Relations Manager
16. Maintain up to date and accurate records of activities in Quartz database in accordance with policies and procedures.
17. Work with other members of the Open Awards team to co-ordinate activity.
18. Travel to and work from any site that the duties of the job may require.
19. Carry out any other duties as specified, from time to time by the Management Team.

20. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
21. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- Excellence: To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- Aspiration: We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job Description reviewed September 2020

