

Open Awards

JOB DESCRIPTION

TITLE OF POST:	Quality Assurance Officer
RESPONSIBLE TO:	Quality Assurance Manager
SALARY:	£26,957 per annum
STATUS:	Full Time Permanent

FUNCTIONS OF THE POST:

- To co-ordinate the operations of quality assurance 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 activities that are compliant with regulatory requirements.
- To run key performance data reports relating to quality assurance activities in order to help drive improvements
- To co-ordinate the production of guidance, training and standardisation relating to quality assurance activities
- To coordinate training 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 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 Subject Specialist Moderators)
 - 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 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 Open Awards' quality assurance processes map to Ofqual Conditions of Recognition Quality Assurance Agency (QAA) for Access to HE and other 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 providers 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 activities, including:
 - Provider risk ratings
 - Quality assurance activities at providers
 - Customer feedback relating to external quality assurance
 - Timeliness of the production of reports
 - Attendance at provider training and events
 - The investigation, recording and response to quality assurance errors and incidents
5. Actively participate in Open Awards' self-assessment activities to monitor compliance against the requirements of regulatory bodies.

Guidance, training and standardisation

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

Badge of Excellence programmes

11. Complete quality checks on Badge of Excellence applications and revalidate existing programmes.
- Review evidence submitted to Open Awards
 - Liaise with the provider where evidence submitted does not meet Open Awards' Excellence Standards
 - Process successful applications

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. 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 colleagues.
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, providers 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, providers 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 January 2022

Person Specification

Post Title: Quality Assurance Officer

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Level 3 Qualification or above. 2. Recognised Assessment or Quality Assurance qualification	Essential Desirable
Experience	3. Working in a similar role in an educational environment. 4. Developing and implementing effective administrative policies and procedures. 5. Developing and maintaining customer relationships. 6. Inputting, interrogating and manipulating data. 7. Performance management of staff and contractors. 8. Assessing, internal and/or external quality assuring.	Essential Essential Essential Essential Desirable Desirable
Skills/Abilities	9. Ability to coordinate activity of a team to ensure effective use of resources to meet targets. 10. Be self-motivated to use own initiative and prioritise work to meet agreed targets. 11. Develop, implement and disseminate processes that are operationally effective and meet regulatory requirements. 12. Ability to build strong good working relationships with customers and colleagues. 13. Ability to interpret and communicate complex information (including data) in a clear manner. 14. Represent Open Awards in discussions with customers and other stakeholders. 15. Strong verbal and written communication skills. 16. Ability to work as part of a team. 17. Ability to identify and solve problems and suggest solutions. 18. Keen eye for detail. 19. Ability to manage staff, including independent contractors. 20. Be ICT literate using Microsoft Office and Outlook for a range of purposes.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	21. A commitment to Equality & Diversity. 22. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 23. Commitment to Customer Service.	Essential Essential Essential
Other	24. Be adaptable, flexible and open to change. 25. Willingness to travel. 26. Willing to undertake staff development activities.	Essential Desirable Essential