

Job Profile

Role title: Digital External Quality Assurance (EQA) Manager

Reporting to: Head of Assessment

Primary Function

Managing the work of the External Quality Assurance Service for Digital Apprenticeships, supporting the work of the employer-led Quality Board for Digital and managing and working with a team of specialist sub-contractors across a range of Digital standards.

Key responsibilities:

- Providing support for the employers on the Digital Apprenticeship Quality Board;
- Developing and delivering the annual EQA plan across digital apprenticeships and end-point assessment organisations;
- Recruiting and managing a number of sub-contracted occupational specialists and EQA specialists;
- Managing the strategic relationship with the end-point assessment organisations, training providers and other key stakeholders;
- Managing the day to day delivery of the service;
- Producing EQA reports for the Institute for Apprenticeships and for the Board, and for the wider market;
- Setting and maintaining standards for quality within the external quality assurance service;
- Performing external quality assurance work with apprenticeship end-point assessment organisations;
- Preparation and submission of reports;
- Maintaining the company's quality procedures, standards and specifications;
- Monitoring end-point assessment organisation internal quality processes against defined quality indicators for end-point assessment;
- Developing and updating quality procedures in collaboration with colleagues;
- Maintaining controls and documentation procedures;
- Making suggestions for changes and improvements and how to implement them;

- Partnership working with staff responsible for the Rail and Logistics external quality assurance service;
- Use of relevant moderation and quality tools and training others in their use;
- Contribute to development and implementation of industry best practice;
- Compliance with Company policies and procedures;
- Continuously develop own professional knowledge and skills;
- Undertake ad hoc reports and administrative duties for the wider NSAR team as required.

Essential attributes:

- Experience working in or with one or more digital-focused organisations within industry;
- A broad and up to date understanding of digital and technology roles
- Understanding of assessment and quality assurance principles in a learning, training or Learning and Development environment;
- Experience working with employers;
- Experience working with a range of learning and skills stakeholders, e.g. end-point assessment organisations, awarding organisations, training providers and colleges;
- Ability to work across a range of digital apprenticeship standards;
- High level of attention to detail;
- An appropriate assessment and Internal/External qualification or credential.

Desirable attributes:

- Experience in dealing with Internal/External auditing bodies such as ISO/BSI/Achilles/RISQS;
- MS Excel skills in data handling;
- Full UK Driving licence.

Personal attributes:

- Credibility with a wide variety of stakeholders – in the delivery of apprenticeships and assessment;
- Credibility as an authoritative and trusted voice in the digital space;
- Excellent communicator, both orally and written;
- Excellent people skills; Excellent Leadership skills;
- Ability to set and meet deadlines;
- Ability to work with minimum supervision;
- Collaboration and Collaborative behaviours;
- Decision making ability;
- Team player.

**To apply for this position please submit your CV and covering letter to
Laura Harris at laura.harris@nsar.co.uk**