The National Skills Academy
RAIL

Digital External Quality Assurance (EQA) Manager

The National Skills Academy for Rail (NSAR) is an organisation established to enable the sector to deliver a modern and efficient, world-class railway through the development of a highly skilled and productive workforce. We also now have considerable external quality assurance responsibility for apprenticeships in digital, logistics and rail. We are currently recruiting for Digital External Quality Assurance (EQA) Manager to join the growing team.

This is a national role, which will involve regular travel to our offices in central London and Darlington.

Reporting to the Head of Assessment, the Digital EQA Manager will be 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.

Primary 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.

Hours - 40 per week, Monday to Friday
Salary band - Circa 50K depending on skills and experience
Closing date - 30th April 2019

Please send your application and covering letter to Laura Harris, HR Manager (laura.harris@nsar.co.uk)