

Training & Quality Assurance Business 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.

In collaboration with our members, universities, colleges and training providers, we facilitate a modern qualification programme that will increase competency across the sector.

Due to the success of our work we are now seeking additional people to join our Quality Assurance team. You should already be an experienced QA Manager with a successful record and have lots of energy and enthusiasm for the role with a track record in delighting clients. Joining our close knit, energetic team, you'll make an impact from day one.

The role is based in the South East and will involve UK wide travel which may include overnight stays as required.

Primary responsibilities:

- Setting and maintaining standards for quality;
- Auditing and inspecting of Training Providers against quality standards;
- Preparation and submission of reports;
- Maintaining the company's quality procedures, standards and specifications;
- Reviewing NSAR customer requirements and making sure they are being met by Training Providers;
- Auditing Training Providers internal processes against national standards;
- 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;
- Use of relevant 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 technical knowledge;
- Monitor & Process Helpdesk items;
- OLEC, TIC & MC/CC Site Approvals;
- New Provider Advisory Visits;
- Organising Provider Forums and Workshops including facilities, guest speakers and QA Team support;
- Provide assistance to the NSAR Financial Controller which includes dealing with the debtors list and arranging the annual invoices;
- Assist with investigations;
- Undertake ad hoc reports and administrative duties for the wider NSAR team as required.

Essential attributes:

- A1/V1/V2 or Internal/External Auditing Qualifications;
- At least five years' experience within the Rail Industry in a Training Management role;
- Experience in dealing with Internal/External auditing bodies such as ISO/BSI/Achilles/RISQS;
- Full UK Driving licence;
- High level of attention to detail Excellent communicator, both orally and written;
- Ability to set and meet deadlines;
- Ability to work with minimum supervision;
- Team player;
- Honesty and Integrity;
- Interpersonal Skills;
- Ability to make decisions on their own.

Hours - 40 per week, Monday to Friday

Salary band - Circa 50K depending on skills and experience

Closing date – 31st October 2019

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