

Job Profile

Role title: External Quality Assurance Manager (Adult Care)

Reporting to: Head of Assessment

Primary Function

The EQA Manager will be responsible for leading the external quality assurance (EQA) of end-point assessment organisations offering end-point assessment for the apprenticeship standards in Adult Care. They will support the work of the employer-led, External Quality Assurance Board for Adult Care (the Care Apprenticeship Board), and, where necessary, manage and work with a specialist sub-contractors. They will also have responsibility for production and analysis of performance management data related to assessment in adult care apprenticeships with some wider business development responsibilities.

This role can be based from either our Central London or Darlington office, however it will involve regular nationwide travel.

Key responsibilities:

- Performing external quality assurance work with apprenticeship end-point assessment organisations in line with the IFATE EQA framework;
- Producing EQA reports for the Institute for Apprenticeships and for the Care Apprenticeship Board, and for the wider market;
- Maintaining the company's quality procedures, standards and specifications;
- Managing the business and management information for the service line including forecasting data, market data and income streams for apprenticeships within NSAR's EQA footprint
- Managing the strategic relationship with end-point assessment organisations, training providers and other key stakeholders, as required;
- Providing support for employers on the Care Apprenticeship Board;
- Contributing to the development and delivery of the annual EQA plan;
- Recruiting and managing a number of sub-contracted occupational specialists, as required;
- Coordinating the EQA business development, new product and service development work
- Developing and updating quality procedures in collaboration with colleagues;
- Partnership working with staff responsible for other aspects of the external quality assurance service;

- Contribute to development and implementation of industry best practice and comply with Company policies and procedures
- Continuously develop own professional knowledge and skills

Essential attributes:

- Experience working in or with one or more adult care-focused organisations within industry;
- A broad and up to date understanding of care roles and care competences;
- Understanding of assessment and quality assurance principles in a learning, training or Learning & Development environment;
- Experience working with employers;
- Experience working with a range of learning and skills stakeholders, e.g. endpoint assessment organisations, awarding organisations, training providers and colleges;
- 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 in assessment services;
- 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 – 17th January 2020 (with interviews likely to be w/c 27th January 2020)

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