

Role title: Part Time Quality Assurance Manager (Delivery)

Reporting to: Senior Quality Assurance Manager (Delivery)

Primary Function

The Quality Assurance Manager (Delivery) is responsible for demonstrating, developing and improving teaching/training, learning and assessment to provide dynamic and innovative learner-focussed delivery within the Rail-Industry providers. The role will report to Senior Quality Assurance Manager (Delivery) and work alongside the rest of the NSAR Team.

The Quality Assurance Manager (Delivery) will be fully conversant with the challenges within the Rail Industry respond to local and national needs to meet the highest standards. Also, of critical importance is the ability to demonstrate on a proven track record of successful change management, relationship building, partnership working and problem resolution.

The role is home-based in the North of England and will involve UK wide travel.

Key responsibilities:

- Setting and maintaining the highest standards of quality for delivery in training sessions and theory assessments;
- Auditing and inspecting Assured Providers against the Quality Assurance Framework ensuring the highest possible training and assessment standards are met and are progressing;
- Preparation and submission of reports; To produce accurate reports, proof-read, edited and submitted in advance of deadlines;
- Quality improvement ensures overall SAR grades are realistic for all providers and Quality Improvement Plans identify areas for improvement;
- Maintaining the company's quality procedures, standards and specifications;
- Reviewing NSAR customer requirements and making sure they are being met by Assured Providers;

- Quality Assurance visits to evidence significant improvements of good quality training delivery in all providers and those who have not improved to set realistic targets to make improvements;
- Auditing Providers internal processes against the Assurance Framework;
- Developing and updating quality procedures in collaboration with colleagues; Strong evidence of partnership working within the quality management team and providers resulting in significant positive quality outcomes and improvements;
- Maintaining controls and documentation procedures;
- Making suggestions for changes and improvements and how to implement them;
- Contribute to development and implementation of industry best practice;
- Compliance with Company policies and procedures;
- Continuously develop own technical knowledge; Provide dynamic team support to the quality team and providers to promote a culture of excellence and continuing professional development;
- Undertake ad hoc reports and administrative duties for the wider NSAR team as required.

Essential attributes:

- A1/V1 or Internal/External Auditing Qualifications;
- Experience in dealing with auditing bodies such as ISO & BSi
- Knowledgeable around Self-Assessment & Quality Improvement Plans (essential)
- Observations and Reviews of Trainers (essential)
- Level 4 or above recognised training and assessor qualification (essential);
- Full UK Driving licence.
- High level of flexibility, agility, and attention to detail;

Personal attributes:

- Excellent communicator, both orally and written;
- Excellent people skills; Excellent Leadership skills;
- Ability to set and meet deadlines;
- Ability to work with minimum supervision;
- Decision making skills;
- Team player.

Hours – 24 hours per week (3 full days)

Closing date – 21st February 2021

Salary £25,000 (actual)

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