

**Job Description: Internal Quality Assurer (IQA)**

Line Manager/responsible to: Quality Manager

Responsible for: NA

Base: Field Based (Home)

Salary banding: £26 – £30K per annum dependent on experience

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**Who we are**

**Our Mission:** Improving lives through learning.

**Our Vision:** Leading the way in delivering big impact and inspirational learning.

**Our Values:**

* We act with integrity – we are open and honest with everyone and always behave ethically.
* We prioritise people – we are nice! We are inclusive, respect everyone and empathetic.
* We are bold! – we are ambitious and innovative in our thinking.
* We bring a smile – most importantly, we bring a positive attitude to work!

**Role Summary**

To conduct quality assurance activities for our bespoke suite of educational programmes and ensure that Sweet centres are supported to achieve ongoing high standards and outstanding results.

To deliver training and standardisation sessions both on and off site to stakeholders, ensuring that excellent standards of delivery and customer service are met.

To research, develop and quality assure educational resources to sit within our suite of qualification programmes.

To work effectively within Sweet Education’s wider team to promote all company products to current and prospective customers in a positive and professional manner.

Refer potential new business to the Sales and Relations Manager for tracking and monitoring.

**Awarding Organisations**

* Sample all qualifications in line with Sweet Education’s IQA strategy
* Carry out support visits in line with Sweet Education’s visit planner and IQA strategy
* Actively engage with Sweet Education’s awarding body standards verification
* Chair and deliver standardisation and developmental activities for Sweet centres to ensure that the quality of submissions meet awarding body guidelines
* Ensure CVs and CPD records are kept up to date and shared with the Sweet Team Engagement Officer
* Ensure all key administration duties are completed in line with awarding body practices and guidelines

**Delivery**

* Deliver training events for Sweet centres as required, ensuring outstanding quality of delivery is maintained
* Deliver standardisation training for Sweet centres to upskill assessors and promote excellent quality in submission

**Quality**

* Work in collaboration with the quality team to ensure that high standards are maintained throughout the quality assurance process
* Work with the wider Sweet team to develop sufficient teaching and learning resources for Sweet products, and provide customer feedback to the Quality Manager
* Work with the Sweet team to regularly review teaching and learning resources and ensure that they remain fit for purpose
* Contribute to the completion and review of Sweet’s Quality Development Plan and Self-Assessment Record
* Ensure all IQA documentation is completed adhering to Awarding Organisation and company standards
* Maintain the integrity of programmes by reporting any suspected malpractice to the Sweet Quality Manager

Sales and Marketing

* Work in collaboration with the Sales and Relations Manager to ensure marketing materials are fit for purpose and well presented
* Work in collaboration with the Marketing Officer to promote Sweet’s social media, and produce engaging content for our digital platforms
* Participate in regular team meetings to discuss new marketing ideas and ongoing strategies
* Work in collaboration with the Senior Finance Officer to ensure accurate customer invoicing
* Ensure tracking documents such as the finance ledger and online whiteboard are accurate and up to date
* Work with centres to collect case studies and share these with the Marketing Officer
* Promptly deal with any sales queries from current customers by referring to the Sales and Relations Manager

Information Security

* Ensure all centres have opted in for communication and marketing purposes
* Ensure all active centre and learner records are secured safely and updated as applicable
* Ensure all data transfers are conducted in a safe and secure manner
* Ensure learner data is accurate and up to date whilst completing any requested alterations in a timely manner

General Duties

* Monitor the quality of assessment judgements in line with company practices and awarding body guidelines
* Ensure consistent and reliable assessment judgements are conducted by Sweet centre assessors
* Highlight any problems, trends and development needs of centre assessors
* Ensure all procedures and policies within Sweet Education are adhered to and maintained by Sweet centres
* Work as a team to ensure that continuous quality improvements are made regarding the company’s journey to excellence
* Attend the office when required to participate in meetings, training or other activities
* Update job knowledge by participating in educational opportunities, reading trade publications and attending networking events as assigned by the Sweet Quality Manager
* Fully engage with and adhere to Sweet Education’s company values
* Embrace Sweet Education’s strategies, polices and processes
* Ensure that all your practices adhere to information security policies, procedures and legislation

**Key Responsibilities:** The above duties are not an exhaustive list and should be viewed as guidance. Your line manager or Senior Management team may ask that you take part in additional duties in order to fully utilise your experience, skills and knowledge.

Person Specification:

Personal Qualities

* Is a highly self-motivated individual with a positive ‘can do’ attitude.
* Is creative and innovative, and applies this to the development of resources
* Is able to uphold organisational values
* Has excellent time management skills
* Is an analytical thinker and is able to make decisions independently
* Is able to present information to a large audience of professionals
* Is a highly organised individual that can manage and prioritise a high workload
* Can make informed decisions whilst working under pressure
* Has excellent communication skills, both verbal and written
* Is a personable individual with a proven track record of working with a diverse range of people
* Holds a proven track record in effective interdepartmental relationships

Essential Experience and Skills

* Previous experience of working within the education sector/setting
* Holds either teaching or assessment qualification e.g., Cava/A1/PTTLS/PGCE
* Experience of writing engaging teaching and learning resources
* Experience of working with a wide range of Microsoft packages and software

Desirable Experience and Skills

* Welsh Speaker
* Previous experience of dealing with vocational qualifications to include BTEC
* Previous experience in Quality Assurance of learning programmes
* Holds a PGCE or equivalent
* Holds a Quality Assurance/IQA qualification or equivalent
* Experience in programme design via relevant Awarding Organisations.