**Job description – External Quality Assurer**

**What does the team do?**

The Quality Assurance team is responsible for all aspects of Quality Assurance which includes our customers and regulators. The core purpose is to support the delivery of the highest possible quality learning experiences for all learners.

The team ensures the integrity and standard of our assessment activities. In order to ensure that learners have met a set standard and that this is consistent across all learners we need a method of measuring this. The role requires the integrity and confidentiality of this activity to be maintained.

The team works closely with the Product Development team to agree the assessment methods for new qualification development and to operationalize qualifications. This involves identifying the most appropriate assessment method for qualifications that will meet our customer’s needs.

Once the qualifications are developed the team needs to maintain the integrity of the assessment of the qualifications and this is achieved by our External Quality Assurers who visit our customers on a regular basis and check that they are maintaining appropriate quality assurance systems. But it’s not all just about quality assurance – the visits provide a vital opportunity to offer support and guidance on our processes and products as well.

**What are the main priorities of the role?**

To effectively manage and support an allocated group of customers to ensure they understand and meet the operational requirements of their Service Level Agreements, Contracts and Terms & Conditions with NCFE and to improve their service performance and learner achievement.

**What does the job involve?**

The specialist duties and responsibilities of the External Quality Assurer are to:

* Visit allocated customers, normally at their premises, according to a planned programme based on risk profiles defined by NCFE.
* Prepare for each visit by establishing a detailed knowledge of the:
	+ Current Service Level Agreement, Contract and Terms & Conditions between the customer and NCFE
	+ Risk and performance profile for the customer through analysis of data from NCFE business analysts against benchmarks set by Subject Specialists.
* Audit customer learner management process and procedures to ensure operational performance conforms to Service Level Agreements, Contracts and Terms & Conditions between the customer and NCFE.
* Assess and evaluate the effectiveness of the interaction of NCFE and customer processes and procedures.
* Obtain customer feedback on NCFE performance in relation to Service Level Agreements, Contracts and Terms & Conditions between the customer and NCFE.
* Make recommendations to improve the effectiveness of NCFE processes, systems and procedures.
* Prepare recommendations and action plans to address any issues affecting conformance to Service Level Agreements, Contracts and Terms & Conditions between the customer and NCFE.
* Complete each visit with a meeting to discuss the findings, recommendations and any action plan with the relevant customer quality management or personnel.
* Formally document and report findings pre and post each visit in the required manner, highlighting any issues that could influence the customer risk profile defined by NCFE.
* Perform all necessary follow-up with customers and NCFE colleagues to ensure recommendations are acted upon.
* Liaise with Business Development team to ensure that for allocated customers all Service Level Agreements, Contracts and Terms & Conditions between the customer and NCFE are up to date and signed by both parties.
* Keep under review and maximise the use of advances in technology to support remote monitoring of customer processes and procedures.
* Provide information and training to customers to assist them in fulfilling the operational requirements of their Service Level Agreements, Contracts and Terms & Conditions with NCFE.
* Provide information and training to customers on NCFE products, services and systems.
* Plan and arrange visits to suit customer needs within constraints of own work plan maximising efficient use of time.
* Liaise with Subject Specialists to provide customers with support and advice, as necessary.
* Manage completion of customer visits to meet current NCFE process and procedural requirements.
* Accurately capture and record customer data in defined systems.
* Recommend initiation of sanctions processes, where appropriate.
* During each visit seek account management intelligence, providing feedback and new business leads to the Business Development team.
* Cross functional working to ensure business performance and capability are maintained and knowledge shared.
* Build and maintain relationships with suppliers and stakeholders and provide customer linking.
* Qualifications and portfolio management.

**… We’d expect every single member of staff to…**

* Deliver exceptional customer service to all our customers, both internal and external
* Improve the performance of the business by seeking new business opportunities and continually reviewing and implementing improved working practices and processes
* Support in maintaining our compliance with the Conditions of Recognition and additional regulatory criteria
* To attend training events, standardisation, EQA team meetings and other meetings as required

**…What will you need to be able to do the job?**

**Skills & Knowledge**

* Subject specialist Level 3 or above in the subject areas EQA applying for
* Be occupationally knowledgeable for the qualifications being externally quality assured
* Qualification in Internal Quality Assurance or an Assessor Qualification

**Abilities & Behaviours**

* Full valid driving licence
* To be able to commit at least 2 days a week to NCFE
* Management of own work plan, including planning and arranging customer appointments
* Undertaken quality assurance in a regulated environment
* Undertaken customer relationship management in a business to business environment
* Application of Ofqual regulations within an awarding organisation
* Be fully committed to ongoing CPD in the occupational areas in which you’ll be working

• The ability to behave in a way that demonstrates the following;

- Invested in the learner; collaborative and accountable.

- Involved in the solution; courageous and respectful.

- Inspired by the impact; insightful and purposeful.