

## **JOB DESCRIPTION**

**JOB TITLE:** Quality Manager

**Reporting to:** Head of Quality & Regulation

**Responsible for:** Senior Automotive Quality and Compliance Lead  
Senior Quality Officer  
Quality Officer

**Salary:** £42,000

### **JOB PURPOSE**

- To lead on the external quality assurance for all qualifications within BIIAB and SEG Awards.
- To drive quality improvement through effective quality assurance activities and processes.
- To support the Head of Quality and Regulation to ensure the quality compliance with regulators and regulatory bodies for SEG Awards and BIIAB.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. To oversee the co-ordination of the allocation of appropriately qualified and experienced EQAs, to ensure visits are completed timely, at appropriate intervals to ensure high levels of quality assurance, compliance and to budget across SEG Awards and BIIAB.
2. To line manage the Senior Automotive Quality and Compliance Lead, the Senior and Quality Officers and support them in their duties, including the guidance and support to centres.
3. To develop the strategy for the allocation of centre EQA and other quality visits in conjunction with the Head of Quality and Regulation, to ensure rigorous quality assurance, regulator compliance and financial efficiency.
4. To plan the annual visit allocation for centres in line with the strategy to ensure when allocating EQA resources consideration is given to the volume of registrations, the range of qualifications and size of centre.
5. To oversee the co-ordination and recruitment of sufficient and appropriately qualified and experienced EQAs, examiners and chief examiners for all external assessments across SEG and BIIAB.
6. To oversee the quality of the onboarding of new Casual workers.

7. To lead the effective planning of standardisation including the annual standardisation plan across all Brands and qualifications.
8. To identify the key themes for standardisation across the Brands and qualification portfolio, setting the timetable and the standard expected for the standardisation activities with EQAs, examiners and chief examiners across SEG Awards and BIIAB for all qualifications.
9. To establish and maintain the required standard for EQA reports and the review process to ensure centres are compliant and develop and maintain high-quality standards including through the review of actions.
10. To develop and contribute to the delivery of training for EQAs, Examiners and lead EQAs and Chief Examiners to ensure policies and procedures are followed.
11. To update policies and processes relating to quality assurance compliance.
12. To produce analysis in relation to the key findings of EQA reports and other recording mechanisms identifying key themes for quality improvement both internally and with the Brand centres.
13. To provide advice and support to the Centre Support Manager in relation to EQA and quality assurance queries.
14. To oversee the quality and regulatory activities for the monitoring of automotive centres to ensure they are fully compliant and assessment activities are monitored appropriately.
15. To attend meetings with third-party stakeholders (such as DVSA).
16. To contribute to the organisation's annual self-assessment and improvement plan to drive continuous quality improvement.
17. To oversee the management of the Quality inbox.
18. To have oversight of the Quality Calendar for the organisation, ensuring meetings, events and data are planned as required.
19. To be instrumental in the planning and delivery of the Casual Worker conference.

The above-mentioned duties are not exclusive or exhaustive and the post holder may be required to carry out other appropriate duties as may be determined by the Director of Qualifications, Assessment and Regulation.

The post holder will be expected to adopt a flexible approach to support the efficient and effective running of the Company.

## **OTHER DUTIES**

1. To ensure awareness of, and compliance with, all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of health and safety legislation.
2. To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
3. To keep up to date, so far as is necessary for the efficient executive of the role, with new legislation, procedures, and methods.
4. To participate in the Company's appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
5. To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
6. To present an appropriate professional image on official Company business.

## **TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by the Skills and Education Group.

September 2025