

JOB DESCRIPTION

JOB TITLE: Quality Officer

Reporting to: Quality Manager

JOB PURPOSE

- To liaise with our External Quality Assurance, Examiner and Moderator Casual Workers in a professional manner in the scheduling and organising of visits.
- To support the Quality Manager in the activities to drive quality improvement
- To support external quality processes for all qualifications within BIIAB and SEG Awards

MAIN DUTIES AND RESPONSIBILITIES

1. To support the Quality Assurance process by reviewing reports, reviewing and monitoring Actions Plans.
2. Authorising payment of invoices and expenses for external quality assurance activity.
3. To work collaboratively across teams to ensure processes relating to quality are effective internally and externally with centres.
4. To provide comprehensive advice, guidance and support to centres and other customers regarding centre visits and associated reports, as required.
5. To organise the standardisation meetings as identified in the standardisation schedule, inviting relevant casual workers and colleagues, as directed.
6. To complete the administrative tasks needed for the Standardisation and other CPD Meetings.
7. To monitor and respond to emails in the Quality inbox, assigning to other team members as appropriate, within agreed timeframes.
8. To ensure the effective and efficient control of information and data in line with GDPR requirements.
9. To monitor and make recommendations for the review of systems and procedures on a continuous improvement basis.
10. To maintain accurate and up to date records and provide data, as required.

11. To maintain efficient systems across a range of administrative areas with a high level of accuracy.
12. To contribute to maintaining the events on the Quality Calendar, liaising with the other relevant team members, and distributing associated documentation for the meetings and events.
13. To foster effective working relationships with approved centres.
14. To manage own workload, under the direction of the Quality Manager.
15. To log and co-ordinate feedback from centres relating to centre visits and support.
16. To offer training, support and expertise to colleagues, when required.
17. To provide administrative support for the self-assessment process.

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 execution 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