

# JOB DESCRIPTION: Internal Quality Assurer

## DEPARTMENT: Delivery



### Role overview

Working closely with the Quality Manager, you will carry out purposeful quality assurance activity that robustly scrutinises all aspects of performance, results in quality improvement and, supports the business in the pursuit of outstanding quality, efficient and profitable delivery and a consistent, one-team approach.

- Location: As set out in your terms and conditions of employment
- Normal hours of work: As set out in your terms and conditions of employment
- Reporting to: Quality Manager

The contents of this job description are not exhaustive. You may also be asked to perform other related duties relevant to the level of your role to meet the ongoing needs of our business.

### Key responsibilities

- Generate meaningful feedback on the quality of our provision, through conducting a range of activities, including:
  - Internal verification activity in line with awarding body requirements
  - Sampling all aspects of apprenticeship delivery
  - Observations of coaching and training sessions
  - Collating feedback from colleagues, students, employers, and other key stakeholders
- Collate information and data on key indicators of quality, including:
  - The quality of teaching and learning experience
  - Contractual requirements in relation to funding
  - Regulatory requirements of awarding organisations and EPA organisations
  - Customer satisfaction
- Conduct first-line analysis of data and information to identify trends and points of note
- Provide colleagues with clear, accurate and timely reports on the quality assurance activity above
- Contribute to scheduling, planning and running external quality assurance activity, such as EQA visits and Ofsted inspections.

### Skills

- ICT literate with good Excel and presentation skills
- Excellent communication skills, both written and verbal
- Able to effectively manage conflicting and competing priorities
- Excellent interpersonal and team-working skills

### Knowledge and qualifications

#### Essential

- L4 qualification in Internal Quality Assurance of Assessment Processes and Practices
- Knowledge of delivery of apprenticeships

**JOB DESCRIPTION: Quality co-ordinator**  
**DEPARTMENT: Delivery**



- Up to date subject knowledge and/or relevant experience in Business Administration, Management and Functional Skills
- Knowledge of regulations relating to apprenticeship funding, awarding organisations, EPA organisations and Ofsted

**Desirable**

- Up to date subject knowledge and or relevant experience in Conveyancing

**Personal attributes and behaviours**

- Professional approach
- Flexible with the ability to work around changing business needs
- Team player

**Additional requirements**

- To comply with the requirements of our Employee Handbook and our policy documents
- To promote the equality of opportunity within our organisation
- To demonstrate commitment to safeguarding and promoting the welfare of all learners
- An enhanced Disclosure and Barring Service (DBS) check is a requirement of all roles at Damar that may include sole supervision of young people or vulnerable adults