

QUALITY MANAGER

JOB DESCRIPTION

Department:	Awarding Body and Compliance
Reports to:	Senior Quality Manager
Direct Reports:	Team of Moderators and Markers
Location:	Home based

ROLE OVERVIEW

As an Awarding Body, CMI work with partners within the UK and overseas and this role will focus on setting the standards for qualification delivery and building on relationships with our partners.

As a Quality Manager, you will be joining an existing quality assurance team responsible for the support and quality assurance for our network of existing and new partners that include Education providers and employers from a range of sectors in their compliant delivery of qualifications and accredited programmes. You will also line manage a team of remote markers and moderators contracted to CMI.

ROLE PURPOSE

The main responsibilities of this role will be to support and quality assure a network of existing and new Partners including Education providers, employers and a range of sectors in their compliant delivery of qualifications and accredited programmes.

This role will:

- Support CMI Partners to comply with CMI's Quality Assurance requirements
 - Provide a responsive and high quality point of contact and undertake a quality review of each CMI Partner on an annual basis (more frequently for Strategic Partners) to support and quality assure the delivery and assessment of CMI qualifications
 - Collate, analyse, report and act on findings to continually improve quality and operational performance
 - Produce an annual report for each CMI partner

- Work with existing CMI partners to bring them in line with the CMI Partner strategy
- Identify and support best practice in delivery, assessment and verification of CMI qualifications
- Ensure that the delivery and assessment of CMI Partners is meeting regulatory requirements
 - Approve and standardise CMI Partners delivery and assessment methods of CMI qualifications
 - Ensure moderation of all CMI Partners assessments meet the set standards and agreed service levels
 - Collate, report and analyse sample findings and feedback to the Senior Quality Manager and Head of Awarding Body and Compliance
 - Manage a team of marking and moderating specialists to meet ever improving SLA
- Ensure standardisation of the delivery and assessment of CMI qualifications
 - Ensure the quality and standardisation of the delivery of CMI across CMI partners within region
 - Ensure the quality and standardisation of assessment of CMI qualifications across CMI partners within region
 - Communicate and work alongside other Quality Managers to standardise across regions
 - Participate and develop and prepare for CMI Partner Events as required
- Assist and approve all new CMI Partners, in accordance with CMI's strategy and requirements
 - Assist with setting off and maintain the CMI Approval requirements to all enquiring CMI Partners
 - Approve the delivery and assessment of CMI qualifications for new CMI partners
 - Process all applications from new partners within agreed SLA
 - Closely support new providers to help them become compliant and productive as quickly as possible
 - Keep and act on accurate analysis and recording of data
 - Coordinate external moderation visits in line with CMI partner annually as required
- Manage and lead a moderators and markers team
 - Manage the performance and standardisation of all moderators and markers within team
 - Identify training and development needs for the team
 - Conduct performance meetings on a regular basis with team members
 - Participate in two training and standardisation days, each year with the team.
 - Select and recruit the moderators and markers when required
 - Develop standardisation events for team as required
- Support the Head of Awarding Body and Compliance to develop and implement an effective compliance and quality assurance strategy for international operations, ultimately taking on the quality management responsibility for this.
- Support the Senior Quality Manager and Quality Managers in other regions as required including conducting investigations, quality visits and regulatory monitoring visits and other activity as we step up to a tightening regulatory regime and ever more mandatory requirements.
- Support the cross functional working with other members of CMI partner team.

KEY RESPONSIBILITIES & OBJECTIVES

- **Objectives**
 - To deliver the KPIs of the team in line with the wider aims and objectives of the department, directorate and CMI.
 - To monitor and measure the functional areas performance on a continuous basis.
 - To report progress against KPIs in line with CMI's reporting procedures.
- **Customer Service**
 - To ensure that lean principles are built into all planning and objectives.
 - To work collaboratively with peers and internal and external customers.
 - To adhere to CMI's Customer Service Charter.
- **CMI Resources**
 - To comply with internal and statutory procedures relating to finance, IT, the environment, equipment and health and safety.
 - To manage and maintain CMI data systems to ensure accurate and relevant data is available.
 - To ensure that people are managed, motivated and developed to achieve optimum performance.

WHO WE ARE LOOKING FOR

Key Characteristics/Person Specification

Essential

- Experience in quality monitoring and control, or risk management
- Full driving licence
- IT skills - proficient in all Microsoft applications
- In-depth understanding of the role of an Awarding Body
- Knowledge of the role of the Regulatory Authorities in qualifications' quality and monitoring
- Experience of working within an education, training, development and/or assessment environment
- Experience of working effectively within budgetary constraints
- Experience of working on and leading projects
- Experience of creating and maintaining high quality customer relationships - internal and external
- Calm and unflustered
- Ability to work to tight deadlines
- Ability to maintain high standards
- Ability to focus on detail
- Ability to attend meetings and events in the UK
- Able to work away from home or overnight and attend evening events as required by the role from time to time
- Enthusiastic and passionate about education and maintaining standards
- Proven experience in managing and leading teams

Desirable

- Knowledge of CMI
- Master's Degree or comparable qualification in Management & Leadership or prepared to work towards
- External Verifier Quality Assurance qualification or equivalent

- Experience of working within regulatory frameworks, preferably within a qualifications audit and/or compliance role
- Experience of working within strategic partnerships
- Knowledge and understanding of the regulations governing qualifications in the UK
- Knowledge of Equality and diversity

The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business

It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.

CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.

Name.....

Signed.....

Date.....