

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PE	Role Title	Internal Quality Assurer
Grade	PS9	Reports to (role title)	Apprenticeship Development Manager
		Directorate	Legal, Democratic and Cultural Services
JE Band	314-370	Service	Cultural Services
		Team	Community Learning and Skills
		Date Role Profile was created	Jul-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The post holder is responsible for monitoring, guiding and supporting assessors for the apprenticeship and traineeship programme either delivered by Surrey CLS or subcontracted delivery, ensuring the Service's compliance with the quality assurance requirements of its awarding organisations. They will develop material to cover underpinning knowledge on topics within the qualifications offered, observe assessors and candidates in work settings and provide oral and written feedback on performance. Responsibilities include developing a sampling plan to track and monitor each candidate's progress, ensuring candidate portfolios are verified prior to visits of External Quality Assurers (EQA) and organising and leading on assessor meetings and standardisation activity.
Work Context	<p>Surrey CLS is committed to developing a high quality apprenticeship programme following the substantive changes to the national framework for the delivery and funding of apprenticeships scheduled for May 2017.</p> <p>Apprenticeships are an important pillar of the government's strategy to increase the skills and productivity of the workforce in England. The policy changes to apprenticeships will create challenges for organisations such as SCC, and there is the need to generate additional capacity to meet the needs of employers and individuals. An ongoing programme of quality apprenticeships will make a positive contribution to both the organisations based in Surrey who engage apprentices and the individuals who are gaining education, knowledge and qualifications in the work place.</p>
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy. • Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Monitor and advise on budget expenditure in accordance with the council policies and procedures. • May manage external suppliers and contracts.
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree and/or relevant professional qualification or considerable experience of working within the service area. • Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Ability to understand and monitor budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Proven IT skills and able to use technology to be effective in the role. • Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. • Ability to manage a range of projects through to completion. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Assessor and Verifier Qualifications - TAQA or A1 and V1 qualifications</p> <p>Occupational competence and current knowledge of the standards of the qualifications being verified.</p> <p>Ability to verify to national standards at all levels to ensure success rates and outcomes are achieved.</p> <p>Ability to Use the Service's preferred electronic portfolio system to compile reports following verification and standardisation activity.</p> <p>Willingness and capacity to travel around the county to meet the demands of the role.</p>
<p>Role Summary</p>	<p>Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experienced professionals.</p>
<p>Reference Number</p>	<p>BM-2017-229</p>