

Job Description

Job Title:	Quality Officer
Department:	IoS
Reporting To:	IoS Quality Assurance and Funded Training Manager
Location:	SportPark, Loughborough
Job Purpose:	To support the Quality and Funded Training Manager in the co-ordination, implementation and deployment of all quality assurance processes, delivery and evaluation of Institute of Swimming commercial programmes

Scope and Accountabilities

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Responsible for ensuring the legal requirements for health & safety, safeguarding, data protection and Equality and Diversity are met within programme delivery.
- Lead the assessment and appeals procedure for awarding organisation and Institute of Swimming provision.
- Monitor and review internal and external verification reports, and address any concerns to maintain excellent standards of provision.
- Responding to resolve complaints, escalating them to the Institute of Swimming Quality Assurance and Funded Training Manager when required.
- Support the Institute of Swimming trainee tutor workforce through their programme.
- Maintain quality and accreditation of the Institute of Swimming CPD suite with awarding organisations.

Working Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- Carry out workforce training and updates as required to the tutor workforce, and registered awarding organisations.
- Work with tutors and presenters to ensure that the health and safety policy is adhered to
- Maintain strong relationships with Learn to Swim, Business Engagement and Educator Training teams to regularly update on new initiatives and changes to qualifications.
- Responsible for contact with awarding organisations as agreed with the Institute of Swimming Quality Assurance and Funded Training Manager.
- Work collaboratively with the Learning Solutions Team to produce high quality courses and resources to achieve excellent standards across all Institute of Swimming provision.

Influence

(The extent to which the role demands strategic thinking to influence colleagues and stakeholders in support of the organisation's aims.)

- To intervene in cases of sub-standard provision and when legal requirements are not being met within Institute of Swimming provision.
- To support action plans for tutors when delivery standards are not being met (i.e. Tutors graded as requiring improvement or inadequate).
- Support the Quality Assurance and Funded Training Manager in the production and development of policies and procedures and maintain their accuracy working with policy owners.
- Recognises the bigger picture by understanding the impact the tutor workforce has on the organisations business objectives.

Managerial / Professional Expertise

(The degree of technical knowledge & experience which is needed)

- Assess and quality assure assessment materials and assessment decisions within Institute of Swimming provision.
- Be responsible for the block and release of assessment decisions to maintain the quality of Institute of Swimming provision.
- Assist in the development of new projects and qualifications as required within own area of knowledge and expertise.

Deliverables:

(The actual tasks and KPIs against which performance is measured and appraised)

- Plan and co-ordinate the tutor observation schedule across all regions in England.
- Analyse and resolve issues that have caused blocking of results on Institute of Swimming commercial provision.
- Monitoring that the appropriate checks have been carried out on all Institute of Swimming delivery sites. This includes health and safety, safeguarding, normal operating and emergency action procedures.
- Assist with co-ordination of training and focus groups.
- Assist in the production, implementation and maintenance of a quality improvement plan to meet with different awarding organisations requirements
- Produce data and feedback reports for the management team to demonstrate performance across all aspects of Institute of Swimming provision.
- The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department.
- The post holder will proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity and Health & Safety.

Person Specification

Skills:	ESSENTIAL	DESIRABLE
Excellent communication skills	E	
Excellent interpersonal skills	E	
Excellent administration skills with a keen eye for detail	E	
A high level of computer literacy including Word processing, Excel, Power Point and e-mail	E	
Ability to plan, prioritise and manage own workload	E	
Ability to deliver excellent training		D
Understanding of Health and Safety Legislation in relation to training		D
Knowledge:		
Knowledge and understanding of working with, and meeting the standards required, of awarding organisations	E	
Knowledge of maintaining the quality of training programmes	E	
Knowledge of techniques to deliver excellent teaching and learning		D
A good understanding of the requirements of the aquatics sector and emerging needs		D
An excellent understanding of assessment criteria and be able to verify assessment decisions		D
Experience:		
Experience of working in a customer focused environment	E	
Knowledge and experience of working within a commercial training environment	E	
Proven experience of managing customer complaints and complaint resolution	E	
Ability to manage a varied administrative work program and meet tight deadlines	E	
Experience of working with people and being able to have challenging conversations	E	
Experience of project management		D
Experience of developing materials for training programmes		D
Approach:		
To work effectively as part of a team whilst being self-motivated	E	
Good motivational qualities and enthusiasm	E	
Proven ability to act on own initiative and to work as part of a team	E	
Ability to relate to individuals and adapt strategies and techniques appropriately		D
Qualifications:		
An appropriate teaching qualification		D
An assessor qualification		D

An internal verifier qualification		D
IOSH Managing Safely or equivalent		D

Your Personal and Career Development Plan

Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded Yellow on our Career pathway, therefore other Yellow graded roles could offer additional skills or experience. Green, Blue or Purple graded roles would offer progression.