



Job Description

FireQual External Quality Assurer

October 2024

Position: External Quality Assurer

Reporting to: Qualifications Manager

Location: Moreton-in-Marsh (Head Office) with UK travel and potential for overnight stays

Hours: Contract basis

Daily Rate: £300 per day (based on a minimum of 7 hours per day, or pro rata)

Background

FireQual is the specialist Awarding Organisation for the fire safety sector - providing nationally recognised Regulated Qualifications. Our qualifications help measure an individual's ability to work in the fire safety sector, with their knowledge and skills being core components of demonstrating individual competence.

FireQual is a subsidiary of the BAFE Fire Safety Register - The trusted independent register of quality fire safety organisations for the UK since 1984.

Based in Moreton-in-Marsh, the FireQual team is a highly motivated, small team that is rapidly expanding and maintaining a reputation for its professional approach to providing fit for purpose qualifications for the fire safety sector.

Role Overview

The External Quality Assurer at FireQual Awarding Organisation will be responsible for planning and conducting ATC approval and re-approval activities following FireQual operating policies, monitoring Approved Training Centre's (ATC's) activities and supporting the Qualifications Manager in ensuring FireQual continues to meet all regulatory duties.

The role will also require maintaining accurate and up to date documentation on central systems using version control and archiving procedures, monitoring use/abuse of logos by approved and non-approved training companies and lead/enquiry follow up.

Experience of Awarding Organisations and regulated qualifications is essential for this role.

Main Roles and Responsibilities

Monitor ATC Activities

- Plan for and conduct approval and re-approval activities following FireQual operating policies
- Monitor certifications claimed
- Plan for and conduct ongoing monitoring with relation to Approved training Centre (ATC) activities
- Ensure ATCs maintain FireQual training delivery standards, meet compliance criteria, and continually improve their offering to candidates
- Completion of accurate and timely reports following all quality monitoring activities including updating systems as required
- Provide support and guidance to ATCs on the delivery, assessment and certification processes for FireQual qualifications
- Provide accurate and timely records to the Qualifications Manager in all appeals, complaints, and investigations
- Support the Qualifications Manager in ensuring FireQual continues to meet all regulatory duties as directed

General Administrative Assistance

- Email and telephone support dealing with enquiries and requests for support with regards to the delivery, assessment and certification of FireQual qualifications
- Maintaining up to date records of ATC activity including key trigger points, e.g. reapprovals
- Maintaining accurate and up to date documentation on central systems using version control and archiving procedures
- Monitoring use/abuse of logos by approved and non-approved training companies
- Lead/enquiry follow up
- Maintaining consistent correspondence with ATCs including distribution of key messaging

Person Specification

Essential

- Up to date IT skills especially databases, office package, Salesforce
- Good telephone manner
- Good written skills
- Customer Service experience
- Capable of working on own initiative
- Experience of Awarding Organisations and regulated qualifications
- Experience of quality auditing with the vocational field
- Fire safety sector knowledge
- Flexible to travel throughout the UK with potential overnight stays

This role will require resilience, flexible thinking to adapt to industry change, good initiative, and a keen eye for detail with objective sound judgement. Most importantly, in line with FireQual's overarching ethos, this role will require strong ethical standards and a high level of integrity.

Desirable

- Knowledge of continuous improvement strategies
- Knowledge of observation and audit processes
- Level 4 External Quality Assurance of Assessment Processes and Practices or its equivalent (E.g. D35/V2)
- Sales or marketing experience
- Account management experience