



# Job Description

FireQual Qualifications Officer

September 2024

## Position: Qualifications Officer

**Reporting to:** Qualifications Manager

**Location:** Moreton-in-Marsh (The role will require attendance at the FireQual Head Office but may accommodate remote/hybrid working)

**Salary:** £25,726 - £27,500 (depending on experience) plus excellent benefits

**Hours:** Full time - 35 hours per week (Monday - Friday)

**Contract:** Permanent

## 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 rapidly expanding and maintaining a reputation for its professional approach to providing fit for purpose qualifications for the fire safety sector.

## Role Overview

The Qualifications Officer at FireQual Awarding Organisation will be responsible for administrating quality management systems, supporting business and project plan preparations, and identifying and presenting market opportunities.

The role will also require maintaining an awareness of external factors, managing relationships, and providing guidance to internal and external stakeholders.

The Qualifications Officer will support decision-making, monitor performance indicators, ensure compliance with regulatory requirements, and budget management. Communication and networking are integral to the role.

## Main Roles and Responsibilities

### Quality Assurance and Compliance

- Administer and implement FireQual's external quality assurance and monitor the Approved Training Centres (ATCs) network.
- Monitor and report against key performance indicators and take relevant actions.
- Review and quality assure external quality assurance/moderation reports.
- Arrange and manage procedures for moderation, External Quality Assurer (EQA) standardisation, and awarding conferences.

### Operational Oversight

- Administration of FireQual's quality management systems in line with regulatory requirements.
- Oversee day-to-day operations and administrative tasks.

### Financial

- Monitor future financial budgets to support FireQual's operations and development.
- Manage relevant budgets and contribute to financial planning and monitoring.

### **Stakeholder Engagement and Communication**

- Maintain awareness of external factors impacting FireQual and communicate relevant information.
- Represent FireQual at networking events, conferences, and exhibitions.
- Provide customer service support and guidance to internal/external stakeholders, including the FireQual ATC network.
- Collaborate with internal teams, including IT and Marketing, to support assessment, quality assurance processes, and marketing strategies.
- Produce and quality assure guidance materials and external publications.
- Develop and take part in FireQual promotional events for stakeholders and other interested parties.

### **Decision Making and Review Processes**

- Develop knowledge of statutory duties, policies, criteria, and guidance for reviewing evidence.
- Specify criteria and evidence required for decision-making, support and record decisions.
- Undertake reviews of awarding bodies, qualifications, processes, and systems to ensure compliance.
- Track actions against requirements and provide clear feedback to the Qualifications Manager.

### **Business Development and Market Research**

- Identify, research, and present market opportunities with potential strategic partners and ATCs.
- Support the preparation of comprehensive business and project plans for FireQual's growth.

### **Additional Responsibilities**

- Deputise for the Qualifications Manager as and when required.
- Manage assessment, quality assurance, and awarding processes in collaboration with Stakeholders.
- Contribute to the management of contracts with external experts and providers.
- Highlight any matters of concern or non-compliance to the Qualifications Manager.
- Maintain appropriate records of all activities.
- Perform any other duties relevant to the role.

### **Ethical and Policy Compliance**

- Uphold the Code of Conduct and Ethics and Conflict of Interest policies.
- Ensure compliance with legal obligations and good practice requirements.

### **Leadership and Innovation**

- Provide proactive leadership for qualification developments.
- Collate feedback from centres and recommend changes to the Specifications and Assessments.
- Contribute to the development of qualification approval criteria and conditions.

### **Miscellaneous Duties**

- Manage work effectively to agreed objectives.
- Support the Qualifications Manager in engagement with FireQual stakeholders, maintaining positive relationships. Any other duties as required.

## **Person Specification**

### **Essential**

- Experience in an Awarding Organisation or Regulatory Body (Ofqual, SQA etc.)
- Development of regulated qualifications - qualification design, development, assessment, and certification processes
- RPL process development
- Excellent verbal and written communication skills (at all levels)
- Management and organisational skills

- Critical thinking and analytical skills
- System process development and implementation
- Working on own initiative and collaboratively both internally and externally
- Understanding of the vocational regulatory systems within England, Northern Ireland, and Scotland.

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**

- Fire safety sector experience and the current qualifications within the sector
- Relevant degree or equivalent qualification
- Understanding of quality management systems (e.g. ISO 9001)
- Experience of working with Salesforce or equivalent CRM platform
- Experience of working with exam assessment platforms (e.g. Civica Assess)
- Experience of public speaking/stakeholder engagement
- Appropriate professional registration/membership
- Previous experience of being a Responsible Officer/Accountable Person
- Flexibility to travel throughout the UK with potential overnight stay

## **Salary and Benefits**

- Competitive salary
- Discretionary Bonus Scheme
- Generous contributory pension scheme
- Learning and development opportunities
- 25 days annual leave plus statutory (and birthday holiday)
- Free on-site parking
- Free eye tests
- Private Medical Insurance
- Cafe and subsidised restaurant available on-site