



Promoting Quality in British Sign Language

JOB DESCRIPTION

TITLE:	ACADEMIC AND QUALITY ASSURANCE OFFICER
DIRECT REPORTS:	N/A
REPORTING TO:	EXECUTIVE DIRECTOR
Salary:	£28,000 – Full time

PURPOSE OF ROLE

The primary role of the post holder is to support registered centres in relation to learner activity and for the management of iBSL qualifications including the development of appropriate examination materials; to work with the Executive Director in the development and growth of iBSL and to be responsible for the administration of centre and learner examination data.

PRINCIPAL ACCOUNTABILITIES

Administer all completed examination materials in British Sign Language and all associated qualifications including -:

The management of External Examiner (EE) visits to approved centres, to complete EE visits to approved centres on a national basis and create detailed reports. To provide quality assurance visits and to coordinate the EE team, facilitate EE meetings including the allocation of EE's workload

- Collating all examination materials submitted to iBSL and in ensuring all examination material are marked and returned to centres as per iBSL's examination policy
- Ensure that Centres files (including completed examinations paperwork/materials are correctly and securely maintained in accordance with Ofqual regulations and iBSL are GDPR compliant
- All examination material iBSL are not required to retain are returned securely to centre(s).

The administration of examinations for individual qualifications including:

- The preparation and timely issue of all examination material and associated paperwork relating to qualifications
- Adhering to set procedures ensuring reasonable adjustments requests are dealt with

- sensitively and appropriately
- Monitoring and ensuring Learning Records Service requirements regarding the input of learner achievement data is compliant and report to the Executive Director (ED) as required including the formulation of periodic reports
 - Develop relationships with existing centres and identify potential new centres in order to maximise the uptake of qualifications
 - Support the wider team with centre enquiries and to provide a professional and consistent level of service to centres
 - In partnership with the ED, review and develop new units and qualifications, assess and review existing qualifications and work with the (ED) to design and develop the proposals into credible units and qualification specifications
 - Administer and deliver training during and annual standardisation meetings as required
 - Administer iBSL's External Examiner processes in accordance with published approval criteria. This includes-:
 - Ensuring accurate input of examination results, producing and proofing results and forwarding to centres, working with appropriate staff to ensure that Certificates are issued in a timely manner
 - Work closely with the ED to identify opportunities to increase quality and efficiently through maintaining a candidate examination database
 - Assist in monitoring the effectiveness of procedures and recommend changes to the systems, as appropriate including the regular review of all examination regulations

In addition:

- Maintenance of tracking grid for results
- The delivery of Qualification Training
- Monitor EE reports & to ensure the reports are in a good standard
- Statistics analysis of results
- Quality Assurance to Centres
- Manage appeals
- Customer service including the resolution of complaints (at first stage)
- Annual examination review/revised
- Monitor examination marking
- Continue CPD events
- Attend meetings where necessary
- Arrange re-sits / create certificate of achievement via portal
- Provide EE training
- Review qualification specifications
- Filming / Editing for examinations
- Chair of Quality Assurance
- Chair/supervise EE team
- Create USBs for examination resources
- Expected to write briefing papers for Executive Director (ED) (monthly)
- Deputise for ED as when required
- Carry out any other duties which may be reasonably expected of the post holder.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> • Educated at GCSE level or equivalent including English Language and Mathematics (or able to demonstrate equivalent standard) 	<ul style="list-style-type: none"> • Administration Level 3 qualification • IT qualification • Typing Qualification
Qualifications	<ul style="list-style-type: none"> • A professional qualification in Education or similar qualifications • Assessor, Moderator or Verifier Award • PGCE or equivalent 	<ul style="list-style-type: none"> • Level 4 Certificate in BSL
Work Experience	<ul style="list-style-type: none"> • Demonstrate experience of working with qualification processes where delivering high standards of customer service care and achieving a high degree of accuracy • proficient in Microsoft Office Suite • Excellent attention to detail and accuracy • Excellent organisational skills and time management • Ability to copy under pressure • Discretion and a proven ability to handle confidential and 	

	<p>sensitive information</p> <ul style="list-style-type: none"> • A high level of attention to detail • Experience of examination and monitoring processes 	
Knowledge	<ul style="list-style-type: none"> • Computer literate including Microsoft Office and database systems • Knowledge of qualification procedures, including design and development of units and allied requirements linked to the QCF & SQCF • Knowledge of quality assurance processes including centre approval, qualification approval and learner registration systems • Knowledge of office systems • Knowledge of examination and registrations systems 	<ul style="list-style-type: none"> • Knowledge of awarding body requirements
Skills and Abilities	<ul style="list-style-type: none"> • Strong customer service orientation • Excellent communication skills, especially in BSL • Organisational skills with a systematic and methodical approach to work 	

	<ul style="list-style-type: none"> • Self-motivated • Ability to manage own work load with accuracy and attention to detail 	
COMPETENCIES	ESSENTIAL	
Create Solutions	<ul style="list-style-type: none"> • Contribute ideas for improvements within the Charity • Use initiative to solve problems 	
Focus on Sustainable Success	<ul style="list-style-type: none"> • Continue in efforts despite drawbacks or obstacles • Focus on supporting the long-term needs of the Charity 	
Strive for results	<ul style="list-style-type: none"> • Strive to achieve goals and put in additional effort when required 	
Grow within a team	<ul style="list-style-type: none"> • Share knowledge and help others in the team to develop their skills • Cooperate effectively across the Charity to achieve team objectives 	

TO APPLY: Please submit a CV and covering letter. In your application please include:

- A covering letter that makes you stand out above other candidates and why you'd be perfect for this role. Also include any relevant skills and experience you have that would assist your application.

Please either email to michellejones@ibsl.org.uk or

Michelle Jones
 Executive Director
 iBSL
 30-40 Museum Street
 2nd Floor Empire Court
 Warrington,
 WA1 1HU

The closing date for applications is **12pm on Thursday 25th October 2018**, late applications will not be accepted.