



Promoting Quality in British Sign Language

## **JOB DESCRIPTION**

**TITLE: ACADEMIC AND QUALITY ASSURANCE OFFICER**

**REPORTING TO: EXECUTIVE DIRECTOR**

**Salary: £25,000 per annum – Full Time**

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### **PURPOSE OF ROLE**

The primary role of the post holder is to support registered centres in relation to learner activity and to support the management of iBSL qualification including the development of qualifications and examination materials. To work with the Executive Director and have responsibility for the administration of centre and learner assessment and examination data.

To co-ordinate and train iBSL's team of External Examiners (EEs).

### **PRINCIPAL ACCOUNTABILITIES**

Administer, monitor and ensure all iBSL examination materials are at the required standard and associated qualifications including -:

The management of External Examiner (EE) visits to approved centres, to allocate EEs for EE visits to approved centres on a national basis and provide detailed reports. To provide quality assurance visits via Skype/FT calls and to coordinate the EE team, facilitate EE meetings including the allocation of EE's workload. To manage and where applicable train and develop the EE team to ensure standardisation and raise quality of marking

- ☐ 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 via portal

**The administration of examinations for individual qualifications including:**

- ☐ The preparation and timely issue of all examination material and associated paperwork relating to qualifications via portal
- ☐ 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 centre
- ☐ 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
- Monitor EE reports & to ensure the reports are in a good standard
- Quality Assurance to Centres
- Manage appeals
- Monitor examination marking
- Attend meetings where necessary
- Arrange re-sits / create certificate of achievement via portal
- Chair/supervise EE team
- Expected to write briefing papers for Executive Director (ED) (monthly)
- Carry out any other duties which may be reasonably expected of the post holder.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Educated at GCSE level or equivalent including English Language and Mathematics (or able to demonstrate equivalent standard)</li> </ul>	<ul style="list-style-type: none"> <li>• Administration Level 3 qualification</li> <li>• IT qualification</li> <li>• Typing Qualification</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A professional qualification in Education or similar</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 Certificate in BSL</li> </ul>

	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>qualifications</li> <li>• Assessor, Moderator or Verifier Award</li> <li>• PGCE or equivalent</li> </ul>	
<p><b>Work Experience</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate experience of working with qualification processes where delivering high standards of customer service care and achieving a high degree of accuracy</li> <li>• Proficient in Microsoft Office Suite</li> <li>• Excellent attention to detail and accuracy</li> <li>• Excellent organisational skills and time management</li> <li>• Ability to cope under pressure</li> <li>• Discretion and a proven ability to handle confidential and sensitive information</li> <li>• A high level of attention to detail</li> <li>• Experience of examination and monitoring processes</li> </ul>	
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Computer literate including Microsoft Office and database systems</li> <li>• Knowledge of qualification procedures, including design and development of units and allied requirements linked to the QCF &amp; SQCF</li> <li>• Knowledge of quality assurance processes including centre approval, qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of awarding body requirements</li> </ul>

	ESSENTIAL	DESIRABLE
<b>Skills and Abilities</b>	approval and learner registration systems <ul style="list-style-type: none"> <li>• Knowledge of office systems</li> <li>• Knowledge of examination and registrations systems</li> <li>• Strong customer service orientation</li> <li>• Excellent communication skills, especially in BSL</li> <li>• Organisational skills with a systematic and methodical approach to work</li> <li>• Self-motivated</li> <li>• Ability to manage own work load with accuracy and attention to detail</li> </ul>	
COMPETENCIES	ESSENTIAL	
<b>Create Solutions</b>	<ul style="list-style-type: none"> <li>• Contribute ideas for improvements within the Charity</li> <li>• Use initiative to solve problems</li> </ul>	
<b>Focus on Sustainable Success</b>	<ul style="list-style-type: none"> <li>• Continue in efforts despite drawbacks or obstacles</li> <li>• Focus on supporting the long-term needs of the Charity</li> </ul>	
<b>Strive for results</b>	<ul style="list-style-type: none"> <li>• Strive to achieve goals and put in additional effort when required</li> </ul>	
<b>Grow within a team</b>	<ul style="list-style-type: none"> <li>• Share knowledge and help others in the team to develop their skills</li> <li>• Cooperate effectively across the Charity to achieve team objectives</li> </ul>	

**TO APPLY:** Please email [admin@ibsl.org.uk](mailto:admin@ibsl.org.uk) for an application form.

The closing date for applications is 12pm on Friday 21<sup>st</sup> December 2018. Late applications will not be accepted. The interview will be held week commencing 7<sup>th</sup> January 2019.