

Role Profile & Person Specification

Job Title:	External Quality Assurer
Department:	Membership, Products & Services
Location:	Home/Remote
Role reports to:	External Quality Manager

Role Profile

Purpose of Role

To plan and carry out monitoring visits to IMI approved centres to ensure that all awarding organisation and regulatory requirements are being met

To carry out effective risk assessment of centres allocated

To develop and continually review an external quality assurance strategy for each centre allocated

To provide excellent support to centres

Key Responsibilities:

Monitor Centres Quality and Compliance (80%)

- Carries out visits to UK and international centres to monitor their performance against awarding organisation and regulatory requirements
- To ensure the quality and consistency of IMI qualifications & products monitored against IMI and regulatory requirements
- Carry out risk assessment of each centre allocated in line with IMI policies and procedures
- Reports accurately on centre performance and the risk associated with the centres activities
- Identifies any areas of non-compliance, high risk and development needs at centres and produces effective action plan(s) and issues sanctions where appropriate
- Provides support and advice to centres on improving the performance, effectiveness, quality and consistency of their delivery of IMI qualifications & products
- Carries out visits to prospective centres as requested by the External Quality Manager and makes recommendations for approval (or otherwise)
- Carries out investigative visits as directed by the External Quality Manager
- Provides accurate reports of own activity and performance to the External Quality Manager
- Participates in standardisation and external quality assurance meetings
- Delivers training workshops internally, externally and internationally

External Quality Administration (20%)

- Plan and inform centres of impending visits in line with EQA targets
- Plans monitoring visits to centres allocated in line with IMI requirements for visit planning and external quality assurance strategies
- Monitor and the timely closure of engagement forms in Centres Hub
- Monitor and update IMI systems
- On request carry out procedural updates to ensure IMI processes are current

Key Performance Indicators:

- Monitors centre actions to ensure recommendations are carried out within timescales specified
- In line with IMI EQA strategy ensures that individual EQA centre monitoring targets are achieved on a monthly basis, UK and International
- Conducts new centre approvals in line with the IMI operating manual and procedures.
- Measure and manage high risk and compliance within centres
- Monitor cancelled centre visits and impose appropriate fees/sanctions

Key Relationships:

- Support departmental teams within the IMI
- External customers and partners
- Centres across the UK and International

Job Context:

- The job-holder reports to an External Quality Manager
- Job holder is a Function Manager

Job Dimensions:

- Operates as a self-sufficient manager with a high level of responsibility & authority
- Proactively identifies how procedures & policies can be adapted to better suit the needs of the organisation
- Responsible for implementing/delivering relevant parts of the current business plan/strategy
- Constrained by Company policies and precedents
- Comprehensive theoretical and practical knowledge required to be effective (usually attained through theoretical training or built up over a number of years of experience)
- Communication involves high level of negotiation/persuasion or advising/guiding/influencing using specialist knowledge
- Job-holder has no direct reports
- Job-holder has no budget management/monitoring responsibility

Authority Level:

Financial:

All spend will be in agreement and within guidelines from the External Quality Manager/Head of Department

Operational:

- Make recommendations for centre approval/re-approval (or otherwise)
- Issue sanctions to centres up to and including level 2
- Authorised expenses in accordance with IMI company policy

Person Specification

Essential Knowledge & Skills

- Comprehensive and up to date knowledge of the IMI's requirements for approved centres
- Able to access information/produce documentation using IT systems
- Ability to communicate with all centres and personnel effectively
- Report writing
- Education sector
- Automotive sector

Desirable Knowledge & Skills

- Able to access information/produce documentation using IT systems
- Data analysis.
- Presentation skills

Required Competences

- Ability to plan activities and manage time effectively
- Analytical and self-motivated approach, with the ability to work independently
- Ability to run training sessions
- Ability to produce legible accurate reports/records.

Essential Qualifications:

- Appropriate occupational qualifications
- Appropriate assessor and internal quality assurer qualifications
- Appropriate external quality assurer qualifications (to be achieved once in post)

Other Requirements

- Field/home-based, but regular attendance at Fanshaws is required
- Travel to meetings/events in the UK and internationally, which may incur overnight stays
- Visits to UK and international centres, which may require overnight stays
- Travelling distances, times and hotel stays in line with the IMI company policy
- Flexible hours to take into account department and centre requirements