



The Highfield Group

Job Description

Qualifications and Quality Executive

Document Control

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JOB DESCRIPTION

Job Title	Qualifications and Quality Executive (QQE)
Reporting to	Qualification and Quality Assurance Officer (QQAQO)
Responsible for	N/A

JOB PURPOSE

Reporting to the Qualification and Quality Assurance Officer, the Qualifications and Quality Executive, will be responsible, with the support of the team and manager, for the development, review and maintenance of qualifications and assessment materials to ensure that these are fit for purpose, meet customer requirements and fulfil regulatory requirements, including maintaining standards of exam performance.

MAIN RESPONSIBILITIES

Assist the QQAQO in:

- developing qualifications and assessment materials according to QD processes, and that comply with industry and regulatory requirements
- developing supporting resources, which could include; learning, delivery, assessment and quality assurance material
- reviewing qualifications and associated materials to ensure compliance with regulatory requirements and internal quality standards
- supporting the process for accredited and endorsed programmes, including reviewing applications, completing audits, and maintaining accurate documentation

Keep QD team processes and work instructions under review and make recommendations for improvements where possible

Work with specialist contractors and subject matter experts (SMEs) in line with current processes, to ensure qualifications and associated materials are valid, current and fit for purpose; maintain effective communications with all stakeholders

Identify and report risks and potential conflicts of interest associated with the design and delivery of qualifications and assessments.

Provide support and guidance to Centres to ensure compliance with Highfield and regulatory requirements, including management of feedback, reports and ongoing communications

Manage portfolio sampling, remote sampling, and Centre visits, ensuring security, timely scheduling, and accurate record keeping



Support internal and external audit activities, run reports on centre performance, and contribute to continuous process improvements within the qualification and compliance functions

Represent Highfield at meetings, webinars, and briefings, maintaining strong communication and collaboration with colleagues, stakeholders, and centres

Demonstrate professional and business behaviours, prioritising work effectively to meet team and organisational objectives.

KEY COMPETENCIES

Quality assurance experience, with an understanding of curriculum, exams, and exam boards.

Experience or strong interest in qualification and assessment development within the awarding organisation and wider education sectors (desirable)

Excellent time management and organisational skills, with the ability to manage multiple tasks and meet deadlines

Excellent attention to detail and high standards of accuracy in written and numerical work

Excellent levels of literacy, with strong written and oral communication skills and the ability to draft, review and summarise emails and reports clearly

Strong customer service skills, including professional telephone and online communication; Arabic language skills are a strong plus

Demonstrable IT skills, including use of Microsoft Office (Word, Excel, PowerPoint, Outlook) and relevant databases or web-based systems

Good levels of numeracy and the ability to interpret basic data and reports (desirable)

POST HOLDER'S OBLIGATIONS

To carry out their duties having full regard for "The Highfield Group Way of Working" (please see below).

To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.



To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook).

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

THE HIGHFIELD GROUP'S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.