**The Highfield Group**  
Job Description

External Quality Support Officer

**Document Control**

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# JOB DESCRIPTION

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| --- | --- |
| Job Title | External Quality Support Officer |
| Responsible to | Head of EQS |
| Responsible for | N/A |

# JOB PURPOSE

The External Quality Support Officer “EQS” will work within the External Quality Support Department to monitor assessment decisions and internal quality assurance decisions made by Highfield approved Centres. The EQS will work closely with the Head of EQS to ensure that regulatory requirements are met through monitoring of Highfield Centres and that guidance and support is supplied to both internal and external customers where required.

# MAIN RESPONSIBILITIES

* Ensuring that all areas of responsibility are compliant with regulatory requirements. If areas of non-compliance are found, reporting these immediately in line with policy/procedure and develop/undertake actions to rectify.
* Monitor Centre compliance with regulatory requirements and take appropriate action relating to the outcome.
* Review learner work during remote and face to face sampling activities, monitoring the assessment and internal quality assurance decisions made by the Centres own team.
* Provide clear and supportive advice & guidance to new and existing Highfield Centres.
* Set SMART actions for Centres following the engagement and track centre progress with these to ensure deadlines are achieved.
* Manage own workload and work with the team to ensure that Service Level Agreements are being met.
* Participate in standardisation activities to ensure best practice is followed by all.
* Ensure conflicts of interest are considered and declared in line with company policy.
* Hold or be working towards a relevant EQS qualification with a knowledge of quality assurance.

# KEY COMPETENCIES

* Hold qualifications relevant to assessing and internal quality assurance and have relevant experience in both roles.
* Excellent interpersonal skills; able to communicate effectively both verbally and in writing.
* Must be able to work on your own initiative & as part of a team
* Accuracy and attention to detail is paramount.
* Able to travel to provide face to face support.

# 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), Highfield Group web database, CRM software and the FrogOS CT Management system.

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.