**The Highfield Group**  
Job Description

IQA Co-ordinator

**Document Control**

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# JOB DESCRIPTION

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| Job Title | IQA Co-ordinator |
| Responsible to | Assessment Team Manager |
| Responsible for | N/A |

# MAIN RESPONSIBILITIES

Coordinate and monitor all initial and ongoing standardisation sessions.

Contribute to and monitor the Assessment Team Improvement Plan and ensure actions are fed into standardisation or other appropriate channels.

Monitor and chase incoming IQA reports and escalate if appropriate.

Liaise with IQAs and assessors in a timely manner to ensure IQA reports are closed off.

Work closely with the ATSO team in ensuring that the sampling strategy is followed at all times.

Support the ATM to ensure consistency amongst all end point assessments and adherence to assessment plans.

Ensure that IQA observations are planned and completed in a timely manner feeding back any concerns to the assessor managers and the ATM.

Contribute to dealing with enquiries relating to standards, assessment plans and end point assessment.

Ensure that outcomes of IQA and standardisation activities are fed back to the Assessment Team and Qualification Development Team as necessary.

Ensure any issues or concerns are escalated to the ATM in a timely manner.

Support ATM with external quality assurance audits.

Support internal and external stakeholders with malpractices and maladministration investigations.

# KEY COMPETENCIES

High level of mediation skills and the ability to take on board all points of view whilst reaching a positive outcome.

Confident presentation and delivery skills.

Have a proactive and preventative approach to ensure quality and compliance is upheld for all customers.

Excellent time management skills and ability to prioritise and meet deadlines.

Excellent organisational skills, particularly when dealing with a large and varied case load.

Excellent written and oral communication skills including report writing.

Confident and professional telephone manner.

Good accuracy and attention to detail.

Excellent problem solving skills.

Understanding the need for confidentiality.

Proficient in IT applications including email, Microsoft Office, web conferencing, spreadsheets/reports.

# ESSENTIAL QUALIFICATIONS

Be willing to work towards EPA and IQA qualification as part of the ongoing development in the role.

# 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.

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.