

Job Description

Job Title	Qualifications Manager
Reporting To	Director of Qualifications
Location	Occasional attendance at Head Office
Hours	35

Description	
1. Qualification Development and Management	<ul style="list-style-type: none"> a) Identify, research and present market opportunities with potential strategic partners, current and future ATCs to support the continued growth of the organisation a) Management of qualification design, development, and delivery mechanisms ensuring the meeting of industry and regulatory requirements b) Management of the qualification review process throughout the lifetime of the qualification(s) and complete reviews in line with organisational policies and requirements c) Management and completion of regulatory submission processes in line with regulatory and organisational requirements
2. Organisational Operations	<ul style="list-style-type: none"> a) Explore and develop opportunities to manage and grow the Approved Training Centre (ATCs) network to support the continued growth of the organisation b) Support the development and implementation of organisation wide policies c) Maintain an awareness of external factors that could impact the organisation and communicate information and suggestions to the Director of Qualifications d) Monitor and report against key performance indicators including analysing reports, and taking relevant action where needed e) Liaising with the Director of Qualifications to make sure all efforts are in alignment with organisational expectations f) Set out to ensure that all activities meet or improve on budget, cost, volume, and efficiency targets in line with organisational objectives whilst maintaining regulatory compliance g) Represent FireQual in external meetings

3. Quality Management	<ul style="list-style-type: none"> a) Support the Director of Qualifications in the maintenance of organisational regulatory compliance b) Support the development and implementation of quality management systems c) Support the quality assurance and monitoring of the ATC network to ensure maintenance of standards and continued regulatory compliance of qualification delivery and certification d) Provide guidance to internal and external persons as required e) First point of escalation for appeals, complaints, and malpractice/maladministration investigations
4. Customer Service	<ul style="list-style-type: none"> a) Ensure a customer focused approach in the operations of the organisation b) Identify and implement customer service strategies to lead organisation wide improvement to the customer experience
5. People	<ul style="list-style-type: none"> a) Provide guidance as needed b) Uphold the Code of Conduct and Ethics and Conflict of Interest policies

Knowledge and Skills Required	Essential	Desirable
Organisational Management		
Leadership and organisational skills	X	
Critical thinking and analytical skills	X	
Crisis and resilience management		X
Change management		X
Productivity management	X	
People management	X	
Strategic thinking and business development	X	
System and process development and implementation	X	
Continuous improvement strategies		X
Awarding Body Oversight		
Vocational regulatory systems within England, Northern Ireland, Scotland, and Wales	X	
Awarding Bodies and regulated qualifications	X	
Appeals, complaints, malpractice/maladministration monitoring processes within the vocational education field		X
Quality improvement and monitoring systems within vocational education	X	

Qualification design, development, assessment, and certification processes	X	
Level 4 External Quality Assurance of Assessment Processes and Practice or its equivalent (D35/V2)		X
General		
IT skills especially Office package and SalesForce	X	
Professional writing	X	
Credible and confident communicator at all levels	X	
Attention to detail within a busy and demanding environment	X	
Customer service improvement	X	
Working on own initiative and collaboratively both internally and externally	X	
Sales or marketing		X
Flexibility to travel throughout the UK with potential overnight stays	X	
Account management		X
Knowledge of fire and related sectors and qualifications within		X