



Advancing Business Education

RECRUITMENT PACK



ABOUT ABE

ABE is a not-for-profit skills development specialist and awarding organisation. We provide internationally recognised learning, credentials and quality assurance in the fields of business, entrepreneurship and employability.

We exist to empower people to transform their lives and communities by gaining high-quality business, management and entrepreneurial skills.

HOW WE WORK

We work with a network of international education partners to develop skills that support businesses, empower individuals, reduce gender inequality and tackle extreme poverty.

Our post-school qualifications are delivered through a network of high-quality accredited TVET centres (colleges and training providers). Our qualifications enable people to become professionally qualified business practitioners at any age or stage in their career, frequently providing their sole pathway to higher education.

Our work with schools develops business and entrepreneurial know-how in children and helps them prepare for a more sustainable future.

WHY WORK WITH US

When you join ABE, you're part of a small but dedicated team committed to our social mission. Our culture is friendly, inclusive, hard-working with a can-do attitude. People are willing to do whatever it takes to achieve our objectives and help each other out.

EQUAL OPPORTUNITIES

We are committed to equal opportunities in employment and service delivery. The policies and practices of ABE aim to promote an environment that is free from all forms of unlawful or unfair discrimination and they value the diversity of all people.



**"I HELP STUDENTS
ACHIEVE THEIR
DREAMS TO GET
A BETTER JOB
AND MAKE A
BETTER LIFE FOR
THEIR FAMILIES."**

Quality Assurance Manager

| | |
|----------------|---|
| Reports to: | Director of Global Products and Services |
| Salary: | Band D |
| Based: | New Malden - some flexibility to work from home & some travel required |
| Contract type: | Full-time 37.5 hours |

Job Purpose

Reporting to the Director of Global Products and Services, the Quality Assurance Manager will be responsible for a wide range of quality and compliance duties. They will work closely with our centre partners and external EQA team, the core aim is to ensure our centre partners are managed and supported to maintain compliance.

The Quality Assurance Manager will need a range of regulatory, stakeholder management and quality assurance experience, they will have a detailed understanding and track record of application of the Ofqual General Conditions of Recognition (GCoR) and will manage and maintain ABE's freelance external quality assurance team. They will work closely with the Director of Global Products and Services, the Compliance and Risk Manager and the Accreditation Officer to implement the External Quality Assurance strategy, have ownership of the centre accreditation processes and procedures and lead on the monitoring of centre risk, to ensure compliance is maintained. They will feed into all policies and procedures relating to ABE's internal and external quality assurance across all business channels are maintained.

Key tasks, accountabilities and responsibilities:

- Work with the Accreditation Officer to create an annual EQA visits plan, which covers all centres across regions and works in line with our EQA strategy and centre accreditation policy and share with the Director of Global Products and Services
- Manage and support the international freelance EQA team to plan monitoring/approval and re-approval visits to centres allocated in line with ABE requirements for visit planning and external quality assurance strategies.
- Ensure strong relationship management of the EQA Team taking into consideration cultural/timezone differences, and other employment commitments

Cont/...

Key tasks, accountabilities and responsibilities (cont/...):

- Plan and carry out centre monitoring and centre approval visits for new and existing centres and assist the freelance team with investigations where required
- Oversee the centre accreditation process, work closely with the Accreditation Officer to review, provide feedback and ensure an audit trail is maintained on all new centre accreditation applications.
- Oversee the centre monitoring process, review all EQA reports and provide feedback to the EQA Team and centres where required.
- Plan, delivery and review of bi-annual EQA training to ensure remote EQAs are trained and fully aware of any updates or changes to our strategy and policies.
- Maintain a central log of the freelance EQA team (on the ABE Core system) to ensure: conflicts of interest are monitored, up-to-date CV's and contracts are on file and regions are listed with centre allocations, where required.
- Maintain and develop the EQA strategy, policies, procedures and associated paperwork working in collaboration with the Compliance and Risk Manager (where required) to ensure all policies and procedures are compliant with the Ofqual General Conditions of Recognition.
- Update and review all policies and procedures relating to ABE's internal and external quality assurance and centre accreditation and re-accreditation, working closely with the Accreditation Officer, ensuring the Compliance and Risk Manager is updated on any changes and all changes are in line with best practice, to ensure they are compliant with the Ofqual General Conditions of Recognition.
- Keep up to date with regulatory changes and work collaboratively with the Director of Global Products and Services (the Responsible Officer) and the Compliance and Risk Manager to ensure all policies and procedures that relate to internal and external quality assurance and centre accreditations to ensure they are consistent and compliant with the Ofqual General Conditions of Recognition.
- Maintain the centre risk register and ensure the Accreditation Officer is supported in maintaining consistency between ABE Core and the centre risk register

Cont/...

**"THERE IS A
REAL ENERGY
TO THE PLACE
THE PEOPLE CARE
PASSIONATELY
THERE IS PERSONAL
ATTACHMENT."**

Statement from staff focus group.



Key tasks, accountabilities and responsibilities (cont/...):

- Contribute to and where necessary lead on other projects that benefit ABE UK
- Ensuring quality standards are maintained on our unregulated products and services and working with the Accreditation Officer and Operations Executive to maintain policy currency and consistent decision-making.

Person Specification

Essential:

- Educated to degree level or equivalent (eg ABE Level 6 Diploma)
- Experience and proven track record of quality assurance
- Experience and proven track record of managing remote teams
- Experience and proven track record of working and applying the Ofqual GCoR
- Ability to produce legible accurate reports and papers
- Ability to plan complex activity and manage time and projects effectively
- Ability to communicate with all centres' personnel effectively and professionally with a 'support first' focus
- Self-motivation and good organisation skills
- Must be a team player, create a spirit of teamwork and opportunities for co-operation, foster good working relationships within own team, ensuring effective upward and downward communication, resolve any conflicts that might exist
- Have an ability to collect data, establish facts and draw valid conclusions
- Be able to establish and build productive working relationships with external consultants, including academics and industry professionals, other key stakeholders, both internally and externally across different cultures
- Be efficient in Microsoft Office, willing to use tracking tools such as Trello
- Customer focused, maintaining an equal focus on internal and external customer demands, ensuring that decisions focus on improving customer experiences whilst maintaining compliance
- Deliver and facilitate goals in a changing environment, enthusiastic about the need for continuous improvement, identifying opportunities for improvement, and supporting the implementation of change where it meets the objectives of ABE and the needs of its customers
- Have a life-long learning philosophy and be able to feel comfortable juggling multiple tasks and priorities
- Demonstrate an ability to show initiative and take responsibility for designated tasks, be driven and self-motivated, with a can-do attitude
- Experience in delivering in-house team training

Desirable:

- Quality assurance qualification(s)
- Experience of teaching and assessment
- Experience of working in international education markets
- Commercially aware

The job holder is also required to demonstrate appropriate levels of competence and behaviours in line with ABE's organisational values, in particular always act in line with The ABE Way

- **Accountable:** takes responsibility, pride, shows initiative, self-motivated, mistakes can be admitted and fixed, seeks new skills and knowledge, transparent, seeks assistance.
- **Quality of work:** works smart, proactive, turns risk to opportunity, quality interactions and results-driven.
- **Openness:** open-minded, curious, willing to learn, honest, works across departments, everyone's ideas are valuable, listens to others.
- **Clarity of purpose:** pride in business and community, clear standards and knows what is expected, understands ABE's mission
- **Embraces uncertainty:** adaptable, thinks ahead, anti-fragile, soaks up pressure, seeks innovative and creative solutions.
- **Acts with integrity:** keeps promises, trusted, acts with noble intent.

This job description is not exhaustive, the holder is expected to show positive behaviour towards any stretch and challenge projects this role may require.

Additional benefits

In addition to a competitive salary, ABE offers employees:

- 26 days annual leave, Christmas shutdown
- Additional day's leave for service
- Eye care scheme
- Cycle to work scheme (in progress)
- Employee referral scheme
- Access to discounts and savings with Perkbox,
- Hybrid working arrangements
- Wellbeing and access to Employee Assistance Program
- Employee workplace pension scheme.

**"I ENJOY
ENGAGING WITH
STUDENTS AND
MY TEAM...
I GENUINELY
LOVE MY WORK!"**





Est. 1973

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 **abe**
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