



RECRUITMENT PACK



About ABE

ABE is a British exam board which has been at the forefront of developing business education since we were founded in 1973. We have a strong international focus and, as a not-for-profit, our mission is empower people to transform their lives and communities through gaining high-quality business, leadership and entrepreneurial skills. ABE is regulated in the United Kingdom by Ofqual and it is recognised by similar regulatory authorities in many other countries.

In 2023 ABE became an independent subsidiary of The Institute of Leadership, a charity and membership organisation founded in 1947, dedicated to unlocking leadership potential.



Our commercial team consists of a global network of local specialist business development managers. Our traditional and largest customer base consists of post-school, tertiary education institutions and qualifications at RQF Levels 4 and 5 as an entry to higher education or career progression. We also have courses for Key Stage 3 and university partnerships, and our aim is to create a seamless product pathway from the school room to the board room.

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.

Why work for 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."**

Director of Quality, Standards & Operations (Ofqual Responsible Officer)

Reports to:	Managing Director
Salary:	£60,000-£65,000
Based:	Home working
Contract type:	Permanent
Hours:	37.5 hours per week over 5 days
Travel	To company team meetings within UK (currently quarterly in Surbiton), face to face meetings with line manager or Senior Leadership Team, and colleagues.

Job Purpose

As a member of the Senior Leadership Team and ABE's designated Ofqual Responsible Officer, you will provide strategic leadership across quality assurance, assessment, regulatory compliance, organisational standards and learner support operations. You will be accountable for ensuring ABE maintains the highest standards of governance, quality and regulatory compliance while delivering an outstanding experience for learners, centres and stakeholders.

This role brings together responsibility for quality, standards, compliance, assessment and operations under a single leadership structure, ensuring these interconnected functions work collaboratively to support organisational performance, learner success and future growth. You will provide assurance to the Managing Director, Board and governance committees while leading a culture of continuous improvement, innovation and operational excellence.

About you

You are an experienced and credible leader who thrives in a regulated environment and is passionate about maintaining high standards while helping organisations evolve and grow.

You combine strategic thinking with strong operational leadership and are comfortable balancing long-term organisational objectives with day-to-day delivery. You build trusted relationships with regulators, stakeholders and colleagues, and have the confidence to make decisions, lead change and drive continuous improvement.

You are a collaborative leader who develops high-performing teams, champions accountability and creates an environment where people can succeed. Most importantly, you understand the importance of protecting learners, maintaining qualification standards and ensuring organisational integrity.

Key Tasks, Accountabilities and Responsibilities

Strategic Leadership

- Contribute to the development and delivery of ABE's strategic plan as a member of the Senior Leadership Team.
- Lead the development of organisational strategies relating to operations, quality assurance, assessment, standards, compliance and customer experience.
- Translate strategic objectives into measurable operational plans and performance frameworks.
- Provide expert advice and recommendations to the Managing Director and Board on regulatory, assessment, quality and operational matters.
- Lead organisational change, transformation and continuous improvement initiatives.
- Promote a culture of accountability, innovation, collaboration and high performance across the organisation.
- Ensure organisational resources, structures and processes remain fit for purpose and aligned with strategic priorities.
- Represent ABE externally with regulators, partners, customers and sector stakeholders.

Regulatory Compliance, Quality & Standards

- Act as ABE's designated Ofqual Responsible Officer and ensure the organisation fulfils all regulatory obligations.
- Lead ABE's regulatory strategy and provide executive oversight of compliance with applicable regulatory requirements.
- Ensure effective systems, controls and governance arrangements are in place to maintain compliance and protect qualification standards.
- Provide assurance to the Board and Managing Director that regulatory requirements are being met and risks are appropriately managed.
- Maintain effective relationships with regulators and act as the principal point of contact for regulatory engagement, audits, reviews and investigations.
- Oversee the development, implementation and effectiveness of the organisation's quality assurance framework.
- Ensure robust arrangements exist for the management of complaints, appeals, malpractice, maladministration, conflicts of interest and assessment incidents.
- Lead organisational responses to significant regulatory incidents and ensure corrective and preventative actions are implemented.
- Horizon-scan for regulatory developments and ensure ABE remains prepared for future regulatory and sector changes.

Assessment Governance & Qualification Standards

- Hold executive accountability for the integrity, validity, reliability and security of ABE's assessment and awarding arrangements.
- Ensure appropriate governance structures are in place for assessment development, delivery, awarding and quality assurance activities.
- Provide strategic oversight of assessment production, standardisation, moderation and awarding processes.
- Ensure qualifications remain compliant, relevant and aligned with organisational objectives and stakeholder needs.
- Sponsor qualification review, development and enhancement initiatives.
- Ensure assessment and quality assurance activities are appropriately resourced and managed.
- Review assessment performance and awarding outcomes to ensure standards are maintained and risks are addressed.
- Provide oversight of assessment-related risks and ensure effective mitigation strategies are implemented.

Leadership & People Management

- Lead, motivate and develop managers and staff to achieve organisational objectives.
- Build capability and succession plans across operational, compliance and quality functions.
- Foster a culture of continuous learning, engagement and collaboration.
- Set clear objectives and performance expectations for direct reports.
- Support organisational workforce planning and resource management.
- Champion organisational values and behaviours.
- Create an environment that promotes wellbeing, inclusion and professional development.

Operations & Service Delivery

- Develop and oversee the delivery of ABE's operational strategy.
- Ensure operational functions deliver high-quality, efficient and customer-focused services.
- Lead the continuous improvement of operational processes, systems and controls.
- Drive operational effectiveness through innovation, automation and process optimisation.
- Establish performance measures and key performance indicators to monitor organisational effectiveness.
- Monitor operational performance and ensure appropriate corrective action is taken where required.
- Oversee business continuity, resilience and operational risk management arrangements.
- Ensure operational infrastructure supports organisational growth and strategic development.

Risk, Governance & Organisational Assurance

- Serve as executive lead for organisational risk management and governance.
- Ensure a robust enterprise risk management framework is embedded across the organisation.
- Monitor strategic, operational, financial and regulatory risks and ensure effective mitigation plans are in place.
- Provide regular assurance reporting to the Board and governance committees.
- Ensure governance arrangements remain effective, proportionate and aligned with organisational requirements.
- Lead organisational audit and assurance activities.
- Oversee business continuity and crisis management planning.
- Ensure lessons learned from incidents, audits and reviews are implemented effectively.

Financial & Resource Management

- Develop and manage departmental budgets and operational expenditure.
- Ensure resources are deployed effectively to achieve organisational priorities.
- Monitor financial performance within areas of responsibility.
- Identify opportunities for efficiency, value for money and sustainable growth.
- Support organisational business planning and investment decisions.
- Oversee procurement and contractual arrangements relevant to operational functions.

General Responsibilities

- Maintain current knowledge of regulatory, qualification and sector developments.
- Comply with all organisational policies and procedures.
- Undertake any duties reasonably required that are consistent with the level and scope of the role.

Knowledge, skills and experience

Essential

- Proven senior leadership within a regulated environment.
- Successful delivery of organisational strategy, operational planning and business improvement initiatives.
- Leadership of compliance, quality assurance, governance, assessment or regulatory functions.
- Accountability for organisational risk management, assurance and governance frameworks.
- Strong relationships with regulators, external quality assurance bodies and senior stakeholders.
- Track record of leading organisational change, transformation and continuous improvement.
- Financial and resource management, including budget accountability and performance oversight.
- Leadership, development and motivation of high-performing teams.
- Ability to provide assurance, insight and recommendations to Boards, Committees and senior leaders.
- Strong understanding of governance, compliance, quality assurance and risk management principles.
- Sound knowledge of assessment, awarding and quality assurance processes within a regulated setting.
- Strategic thinking with the ability to translate vision into practical delivery.
- Excellent leadership, influencing and stakeholder management skills.
- Strong analytical judgement and decision-making capability.
- Exceptional written and verbal communication skills.
- Ability to balance strategic priorities with operational oversight.
- High levels of personal credibility, professionalism and integrity.
- Degree-level qualification or equivalent professional expertise.
- Commitment to continuous professional development.

Desirable

- Background within an awarding organisation, professional body or regulated education sector.
- Knowledge of the Ofqual Conditions of Recognition and associated regulatory requirements.
- Understanding of qualification development, assessment design and awarding methodologies.
- Familiarity with the responsibilities of an Ofqual Responsible Officer.
- Leadership of digital transformation or major organisational improvement programmes.
- International qualifications, assessment or membership organisation experience.
- Professional qualification in governance, compliance, quality assurance, operations, leadership or risk management.

- Membership of a relevant professional body.
- Experience supporting Boards, governance committees or similar decision-making bodies.

The job holder is also required to demonstrate appropriate levels of competence and behaviours in line with ABE's organisational values:

- Self-motivated to help ABE evolve, improve and pioneer new ways of serving customers
- Personally committed to continuously improving skills and expertise that will make a difference to the organisation
- Always acts with the customer experience in mind
- Thinks beyond today
- Spends time focused on things that are critical and important
- Can effectively cope with change, risk and uncertainty
- Is engaged, communicative and collaborative
- Is personally driven and fully of energy
- Always acts with integrity

**“WE MAKE
A DIFFERENCE
IN THE
WORLD”**

Statement from staff focus group.

ABE Benefits

- Fully remote working.
- 26 days annual leave (minus 3 days for the Company Christmas Shutdown between Christmas and New Year).
- Pension, 5% employer contribution, minimum 3% employee contribution.
- Additional annual leave for long service (1 day every 5 years).
- Opportunity to work closely with the Managing Director and gain broad exposure across the organisation.
- Varied and impactful role with significant autonomy and responsibility.
- Supportive and collaborative working environment.
- Opportunity to contribute to the continued success of a respected international awarding organisation.
- Access to Employee Assistance Programs, benefits and services.
- Access to e-learning platform.
- Birthday Leave, 1 additional day leave for your birthday.
- Reward Hub, access to discount and savings platform.
- Recruitment bounty for introductions to the business.
- Group Life and Group Income Protection Insurance.

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

Statement from staff focus group.



Our Vision

We believe in an open, inclusive, global market economy where everyone benefits from responsible globalisation and trade. We believe that this will create a safer and more prosperous future for all.

Our Mission

We aim to build trust, resilience and reassurance in global business interactions leading to greater equity within and between nations. Our mission is to empower people to transform their lives and communities through gaining high-quality business, leadership and entrepreneurial skills.

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

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

Statement from staff focus group.





Est. 1973

+ 44 (0)20 8329 2930

info@abeuk.com


a world of opportunity