

Role and person profile

Post title:	Post Results Quality Assurance Coordinator	Location:	Manchester
Division:	Operations Group	Department:	Orders, Data Control & Results
Reports to:	Post Results Quality Assurance Manager	Responsible for:	Seasonal Administrators
Scale:	5	Permanent/FTC/Temp:	Manager of performers
Post no:	TBC		

Section 1 – Accountabilities

Main role purpose:

To support the Post-results Quality Assurance Manager in delivering regulatory compliance, behavioural change, and excellent support for senior associates and stakeholders in reviews of results. Support the post-results quality assurance team effectively, ensuring sound realistic plans are in place for quality assurance. Provide clear guidance and information for internal colleagues and external customers to deliver excellent customer support. Monitor and report on processes, while managing risks effectively, support continuous improvement, provide appropriate updates to stakeholders and ensure regulatory compliance. Provide subject matter expert support to technology programmes and projects, eg Nexus and Horizon.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
Customer (external or internal) Being trusted and reliable in assessment design and delivery	Maintain effective oversight of reviewers and the QA process, ensuring processes and plans meet regulatory requirements and customer expectations. Associates are well supported and informed and able to support their teams
	Build great relationships with our internal and external customers in order to deliver a best in class service that meets our customers' needs.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances) Ensuring sound financial management and a robust asset base	Supports management and monitoring performance against the budget including season resource costs and series related costs.
Product and internal processes Delivering quality products and outcomes – as recognised by the customer	Continues to develop and improve services, to benefit customers and the team. Support continuous improvement activities through the development and delivery of detailed training plans and associated materials for associates. Liaises with complaints and communications
	Safeguards confidentiality of data.

	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture Ensuring we have great people achieving their potential	Creates an environment where team members feel valued and supported to achieve their best and continue to make improvements. Produces high levels of performance from direct reports and teams by modelling leadership behaviours with confidence and providing clarity, challenge, feedback, coaching and development in line with business objectives.
Technology Delivering demonstrably secure, reliable, agile and cost-effective systems	Contribute to technology projects as needed, to meet objectives.

Section 2 – Key relationships and performance

Key internal relationships:

- All Operations teams
- Business Solutions Group
- Qualifications and Markets

Key external relationships:

- Associates
- Schools and colleges
- Ofqual

Key performance indicators:

- Develop and support people to ensure they are able to reach their potential
- Plan and deliver services effectively to internal and external customers to quality, time and cost

Section 3 – Person profile

Knowledge	Assessment
Understanding of relevant supply chain methodologies and best practice	P
Broad understanding of the political, educational and business context within which AQA works	P
Knowledge of AQA's general qualifications product portfolio	P
Qualification	
Educated to degree level or extensive experience in a similar role	A
Skills	
Implements and embeds change	P
Proven customer focus – able to focus own and team's work to the best outcome from the customer perspective	P

Supports teams and drives engagement and performance	P
Track record in developing robust, effective departmental plans	A/I/P
Strong relationship development and management skills	A/P
Can influence at all levels of management	I
Strong communication and interpersonal skills	I
Experience	
Experience of supporting the successful delivery of end to end business change	P
Experience of supporting the delivery of new processes in advance of or part of organisational and/or technology changes	I
Experience of servicing/delivering products in a regulated environment	P
Experience of managing the whole employee lifecycle	A/P
Experience of developing programmes of engagement ahead of a business/technology change	I/P
<p>Assessment key (criteria to be assessed at the selection stage)</p> <p>A – application (it is essential to provide evidence on application for shortlisting purposes)</p> <p>I - interview T – test (or work sample) P – probation</p>	