

JOB DESCRIPTION

Assessment and Compliance Officer

Responsible to: Assessment and Compliance Manager

Job summary: Administer the internal compliance and assessment processes throughout the organisation in line with agreed regulatory frameworks and liaise with Customer Support Team.

Key Tasks

1. In conjunction with the Assessment and Compliance Manager assist in administering the relationship with the regulators ensuring compliance to published conditions.
2. Assist the Assessment and Compliance Manager to ensure that all quality processes are robust and fit for purpose.
3. Assist with maintaining a rolling programme of evidence verifying and gathering to support the Conditions of Recognition.
4. Assist in the development, production and distribution of all assessment materials for all qualifications ensuring they are developed annually, on time and are compliant.
5. Ensure that that all materials supplied by external consultants are up to date, of appropriate standard and are produced in line with procedures.
6. Ensure all communication related to revised assessment materials is communicated both internally and externally as appropriate.
7. Responsibility for ensuring IRIS and the Signature website are kept up to date with current materials, mock assessments and regulations.
8. Assist in the development of new assessments models, ensuring highest standards of quality and compliance whilst delivering innovative assessments.
9. Assist with the revision of qualification specifications content, regulations, teachers notes and training for compliance purposes.
10. Ensure that all centres follow agreed regulations, following up on any issues as required ensuring compliance.
11. Assist with complaints, malpractice and maladministration processes should compliance not be maintained, ensuring deadlines are met as appropriate..
12. As part of the team, ensure that any issues in relation to the standards of assessment at centres and/or level of service from external assessors are fed back as appropriate.
13. Assist with evaluating assessors through moderation analysis to understand marking trends.
14. Ensure any candidates requiring assessment are managed through the Signature centre as appropriate following regulations.

15. Carry out any other duties which may reasonably be expected of the postholder.

Relationships

Internal: Assessment and Compliance Team.
Customer Support Team.

External: All Signature customers.
UK regulators.

Equipment/Software Used

Microsoft Office Suite.

IRIS CRM.

Telephone/Textphone/Short Message Service (SMS)

Updated 07/22

PERSON SPECIFICATION

Assessment and Compliance Officer

	Essential	Desirable
Qualifications	Educated to FE/A level or the ability to demonstrate equivalent standard.	Educated to degree level.
Experience	Demonstrate the ability to work in a compliance setting. Demonstrate strong and clear communication skills.	Working within or on behalf of an awarding body. Experience of managing a wide variety of tasks.
Knowledge	Knowledge of working within a regulated sector.	Knowledge of the qualifications sector, E-learning and assessment. Knowledge of Regulator Conditions of Recognition.
Skills	Negotiation skills. Analytical Skills. Communication skills: written and live (spoken and/or signed). Ability to adapt to meet customer needs. Strong organisational skills with a methodical approach to work. Self-motivated. Ability to manage own workload in a high-volume environment. Cross department working. Conflict resolution.	Ability to communicate in British Sign Language. Engage and use empathy to achieve objectives. Ability to recognise the issue and apply a set of principles to achieve satisfactory resolution.

What are we looking for?

Are you an experienced administrator looking for a new challenge in a friendly environment? Are you a proactive thinker who can see a problem and work through to resolution? If so, then it could be you we are looking for!

Signature is a long-established Awarding Organisation in communication skills with Deaf People and a Charity. We are a small, but very dedicated staff team, who interact and work with each other on a daily basis. We all have a can-do attitude and believe very much in what the organisation stands for and what we are trying to achieve. Our new member of staff will need to fit as part of our small team and be willing to work with us to achieve our aims. Our office has a relaxed and friendly atmosphere, and we offer our staff a flexible working environment.

Location and working hours

The post is based in Signature which is located in 1st Floor, Shannon House, Mandale Business Park, Belmont, Durham, DH1 1TH. This is a non-smoking building.

Working hours – part time circa 30 hours per week, Monday to Friday. Some UK wide travel is required for this post.

Salary

Full - time - £21,000 gross per annum (pro rata).

Holidays

Full - time – 26 working days per year (pro rata) plus recognised bank or public holidays currently 8 in all. Of the 26 days holiday, you must keep up to 3½ days each year to bridge the gap between Christmas and the New Year, when the office closes.

Requirements

Post is subject to a 6-month probationary period and receipt of references satisfactory to us.

Employees are expected to complete the following Signature courses within 2 years of commencing employment:

- Level 1 Certificate in Developing Communication and Awareness with Deaf and Deafblind People.
- Level 2 Certificate in British Sign Language.

Pension

Signature operates an enrolled pension scheme through TPT.

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