

Chartered Banker

The Chartered Banker Institute is the only professional banking institute in the UK. We are an educational charity, established by Royal Charter. We are the only body in the world able to confer the status of Chartered Banker to suitably qualified individuals. Throughout our existence, we have driven an agenda of ethical professionalism. We are committed to promoting professional standards for bankers, providing professional qualifications for retail, commercial and private bankers in the UK and overseas, and offering professional membership to qualified individuals. www.charteredbanker.com

ROLE PROFILE

Job Title:	Quality Assurance and Standards Manager
Reports To:	Head of Quality Assurance and Standards
Direct Reports:	None
Job Purpose:	The postholder will manage, support and enhance the Institute's Quality Assurance systems and processes, with a focus on educational quality in all aspects of the Institute's provision. They will be required to work collaboratively and authoritatively with Institute staff providing guidance and support on Quality Assurance matters.

Duties & Responsibilities:

- Lead internal and external Quality reviews as required (SCQF, FCA, Quadrennial Review etc.)
- Build and maintain strong relationships with external bodies and regulators (SCQF, FCA, FAB etc.)
- Conduct Credit Rating for Institute qualifications – internal scrutiny and process management
- Action Statement of Professional Standing renewals (providing support and cover where required)
- Liaise with our PFA members in line with our FCA Accredited Bodies status (providing support and cover where required)
- Evaluate Assessor and qualification performance e.g. quality of standardisation events
- Manage the Institute's Appeals Process – for Incidents and formal appeals
- Review the institute's 'Quality Handbook' and associated policies
- Carry out quality checks of qualification completions prior to certificate issue (Board Approvals)
- Conduct quality checks of Assessment Processes
- Support the team with Academic Disciplinary Matters as required, liaising with our Governance department as required
- Manage the Institute's Risk Register and Risk Management Framework
- Quality checks of potential new Fellows - reviewing against Disciplinary Register
- Manage the Institute's Register of Certificates, Certification Policy and sign-off design of new qualification certificates
- Conduct learner interviews to monitor and analyse the quality of the processes and learner journey
- Oversee the quality of assessors and qualifications - review examiners reports and pass rates data, liaising with the L&A and Operations departments as required
- Review current quality processes – enhancing and simplifying where needed, plus ensuring these reflect current ISO Certification Standards
- Prepare documentation for review, for example by the Institute's Quality and Standards Committee
- Support the Head of Quality Assurance and Standards with other tasks related to the operation of the Institute's Evaluation and Quality Assurance systems as required
- Share and gain knowledge across the Quality Assurance and Standards department, to support cross skilling for core team processes

Qualifications, Skills & Experience:

The job holder requires to have:

- Minimum of 3 years' experience in a similar education-focused role
- A qualification at Scottish Credit and Qualifications Framework (SCQF) Level 9 or above (or equivalent) in financial services/banking and/or education/training
- The credibility and interpersonal skills to work alongside and successfully influence colleagues across the Institute, our network of UK and international learning partners and, where required, key external stakeholders
- A good working knowledge of the educational and professional regulatory environment, and knowledge and understanding of pedagogy and assessment
- A knowledge of learning and development would be beneficial
- A knowledge of quality systems in education would be an advantage
- Previous experience in conducting reviews for other bodies e.g. in Higher Education would be advantageous
- A knowledge of the SCQF Quality Model and Framework would be beneficial, however training can be provided

Person Specification:

- Self-disciplined, highly organised with the ability to manage a changing workload effectively over the course of an annual period
- Ability to work under time constraints to meet challenging targets and deadlines
- Good ability to analyse, interpret and present data and form appropriate conclusions and recommendations
- Good attention to detail and accuracy
- Good communication, writing, presentation and reporting skills
- Ability to build and maintain trusted relationships with a wide range of Institute colleagues, Institute partners in the UK and overseas and key external stakeholders
- Ability to work as a member of a team but independently when required
- Competent user of Microsoft Office and 365, including reporting packages