HUMBERSIDE FIRE AND RESCUE SERVICE

QUALITY ASSURANCE MANAGER

EMPLOYEE SPECIFICATION

Post Ref:

Temporary ☐ Established ☑ Part-Time ☐ Full-Time ☑ Job Share ☐

	Essential	Desirable	How Measured
Experience and Knowledge	• Significant experience of quality assurance, assessment, internal verification or audit within a regulated or standards-driven environment. • Proven experience of designing, implementing or operating quality assurance frameworks or governance arrangements. • Experience of overseeing assessment, verification or competence-based processes to ensure fairness, consistency and compliance. • Demonstrable experience of analysing quality assurance data and producing clear reports, action plans and assurance findings. • Experience of working collaboratively with learning and development, workforce, operational or professional teams.	• Experience within Fire and Rescue Services, emergency services, public sector or a comparable complex organisation. • Experience of responding to audit findings or external inspection requirements (e.g. HMICFRS or awarding bodies). • Experience of supporting assessor development, standardisation or moderation activity.	Application Form Interview References
Education Training Qualifications	• Degree-level qualification or equivalent professional experience. • Hold, or be working towards, a recognised assessment or quality assurance qualification (e.g. CAVA, IQA Level 4, or equivalent).	• Qualification related to education, learning and development, quality management or organisational development.	Application Form Interview References

		• Evidence of ongoing professional development in assessment, quality assurance or governance.	Certificates
Special Knowledge	• In-depth understanding of assessment principles, internal quality assurance methodologies and verification processes. • Knowledge of governance requirements including appeals, malpractice, conflicts of interest and audit trails. • Understanding of national or sector standards relevant to assessment and assurance (e.g. SFJ Awards, HMICFRS frameworks). • Awareness of Equality, Diversity and Inclusion considerations in assessment fairness and decision-making.	• Knowledge of fire sector training pathways, competence frameworks and workforce development models. • Familiarity with digital assessment systems, learning management systems or QA tracking tools.	Application Form Interview References
Skills and Attributes	• Strong analytical skills with the ability to interpret complex information and identify risk, inconsistency and improvement opportunities. • Excellent written and verbal communication skills, including the ability to present assurance findings clearly to senior stakeholders. • Ability to exercise sound professional judgement and make evidence-based decisions. • Strong organisational skills, with the ability to manage multiple workstreams and meet deadlines. • Ability to influence, coach and constructively challenge assessors and managers.	• Experience of developing QA tools, dashboards, templates or reporting mechanisms. • Facilitation or workshop delivery skills for standardisation or development activity.	Application Form Interview References

	• High levels of integrity, attention to detail and commitment to quality and fairness.		
Behavioural Criteria	• Demonstrates impartiality, professionalism and consistency in all decision-making. • Champions high standards, accountability and continuous improvement. • Resilient and confident in managing sensitive or complex quality issues. • Collaborative and supportive, building trust across operational, corporate and professional teams. • Committed to organisational values, inclusion and ethical practice.		Application Form Interview References
Working Arrangements	• Ability to work flexibly to meet assurance, audit and reporting deadlines. • Willingness to travel to Service locations for audit, sampling or meetings. • Ability to work effectively in an office environment.	• Full UK driving licence.	Application Form Interview