

HUMBERSIDE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

(Support Services Role)

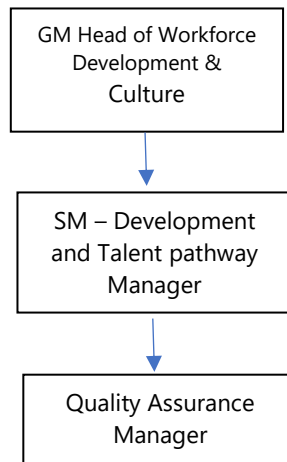
POST TITLE Quality Assurance Manager	POST NO. TBC
SECTION/DIVISION/LOCATION Workforce Development and Culture	POST GRADE Grade 9
OVERALL PURPOSE OF THE JOB <p>The Quality Assurance Manager will provide leadership, oversight, and professional assurance for all assessment, verification and quality assurance processes across Humberside Fire & Rescue Service. The role ensures that all assessment activity—whether related to pathway development, operational competence, training portfolios, promotions, or organisational learning—is fair, transparent, consistent, and compliant with organisational, sector and national standards.</p>	
KEY ACTIVITY AREAS/MAIN DUTIES Key Responsibilities <ol style="list-style-type: none">1. Design, implement, and maintain a comprehensive quality assurance framework covering all assessment processes, including pathway, portfolio, and competence-based training. Ensure the framework supports consistency, compliance, and continuous improvement across the organisation.2. Provide oversight and assurance that all assessment activities are carried out consistently and to a high standard. Utilise district-based Watch Managers to support local quality assurance activities and ensure operational insight.3. Develop and embed standardised governance arrangements for all assessment and quality assurance activities. Ensure clear reporting lines, defined roles, and accountability for quality assurance at all levels.4. Create and manage robust reporting mechanisms to monitor compliance, performance, and outcomes of assessment processes. Provide regular updates and assurance reports to senior leadership and governance bodies.5. Lead the regular review and updating of assessment criteria for all training pathways, portfolios, and competence frameworks. Ensure alignment with organisational priorities, national standards (e.g., HMICFRS, SFJ Awards), and sector best practice.6. Promote a culture of continuous improvement by identifying areas for development, implementing lessons learned, and ensuring that quality assurance processes evolve in response to feedback and changing requirements.7. Work closely with Learning & Development, Recruitment, EDI, and Culture Improvement teams to ensure quality assurance activities are integrated and support broader organisational goals.	

8. Implement a five-stage assurance cycle—self-assessment, desktop review, on-site audit, summary reporting, and annual review—ensuring all assessment and development activities are robust, consistent, and externally benchmarked.
9. Review, develop and maintain clear, standardised assessment criteria for all pathways, portfolios, and competence-based training. This will address inconsistencies and ensure fairness and reliability across all assessment processes.
10. Review and update all relevant policies (including appeals, malpractice, and conflict of interest) to ensure they are current, compliant, and embedded in daily practice. The role will also ensure these policies are accessible and understood by all staff.
11. Establish regular sampling and moderation of assessment decisions, supported by clear documentation and qualified internal verifiers, to ensure quality and consistency.
12. Analyse quality assurance data, produce clear reports for leadership, and develop action plans to address any areas of non-compliance or improvement identified through audits or feedback.
13. Ensure robust systems are in place for monitoring learner progress, providing timely support, and acting on feedback from learners and staff.
14. Use quality assurance findings to inform wider organisational development, talent management, and cultural improvement initiatives, ensuring that assurance is a driver for service excellence and staff development.

NOTES:

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
2. The post holder is required to comply with relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relate to the post and the post holder.

POSITION IN ORGANISATION



JOB REQUIREMENTS:

Knowledge and Skills

- Strong expertise in assessment principles, internal verification, and IQA methodologies.
- Thorough understanding of qualifications and national standards (CAVA, IQA Level 4 or equivalent).
- Knowledge of SFJ Awards QA Framework and fire-sector QA systems.
- Solid grasp of governance duties (appeals, malpractice, conflict of interest, audit trails).
- Understanding of Fire & Rescue policy frameworks, HMICFRS expectations, Fire Standards.
- Ability to analyse data, use QA dashboards, and evaluate training quality and assurance outcomes.
- Awareness of EDI considerations in assessment fairness and cultural improvement.
- Deliver high-quality assessments aligned to recognised standards.
- Plan sampling, run standardisation, moderate decisions, provide IQA feedback, maintain records.
- Coach assessors and ensure consistent interpretation of criteria.
- Review assessment processes and data to identify gaps.
- Apply root-cause analysis and develop improvement actions.
- Produce clear QA reports and influence assessors, managers, and teams.
- Lead small teams and work effectively with L&D, OD, EDI, Culture, operational managers, and external bodies.
- Design QA cycles, manage audits, schedule sampling, and coordinate evidence management.
- Use digital assessment systems, LMS platforms, QA tracking tools, and Microsoft Office.
- Identify risks, escalate issues, and implement evidence-based improvements.

Creativity and Innovation

The role requires strong creativity, critical thinking and innovation to design and continually improve the Service's quality assurance systems, tools and methods.

- Develop new QA frameworks, reporting tools, sampling models and verification strategies that improve fairness and consistency.
- Review sector developments and audit recommendations to refresh QA practices.
- Introduce modern, forward-thinking approaches such as enhanced verification cycles, digital evidence sampling and updated moderation practices.
- Update and simplify assessment criteria, guidance and documentation.
- Create tools (templates, checklists, dashboards) that support standardisation and improve decision-making.
- Ensure criteria evolve with organisational priorities and emerging skills
- Develop reporting methods that turn complex data into clear insights for leaders and governance boards.
- Use creative visualisation techniques to highlight risks, trends and performance gaps.
- Design integrated QA cycles combining self-assessment, audit, sampling, peer review and external validation.
- Foster a culture where assessors and managers feel confident to propose improvements.
- Create safe spaces for honest discussion, challenge and experimentation.
- Provide development opportunities such as workshops and standardisation events.

- Use digital platforms, dashboards and evidence-tracking tools innovatively to strengthen QA.
- Identify automation opportunities to reduce repetitive tasks and improve efficiency.
- Promote technology that enhances user experience and governance processes.
- Tackle complex quality issues with imagination and analytical insight.
- Offer practical, evidence-based solutions aligned to sector standards and organisational need.

Decision Making

The role requires significant professional judgement and autonomy in planning, delivering and overseeing all QA activity, with decisions directly affecting assessment fairness, staff competence, organisational risk and public confidence.

- Makes authoritative decisions on assessment validity, reliability and acceptance of evidence.
- Applies independent judgement to sampling strategies, evidence interpretation, verification and resolving inconsistencies.
- Provides formal IQA feedback and directs corrective action where standards are unmet.
- Identifies risks in assessment or QA processes and determines appropriate responses, escalating when organisational, legal or reputational risks arise.
- Makes decisions on malpractice, appeals and conflicts of interest to ensure fairness and compliance.
- Determines when policies require review or urgent intervention to maintain integrity.
- Sets the structure and requirements of the Quality Assurance Framework, including evidence expectations, audit frequency and reporting.
- Designs and revises assessment criteria, verification guidance and documentation to align with national standards (e.g. SFJ Awards, HMICFRS).
- Interprets complex audit, sampling, evaluation and feedback data to determine performance implications.
- Decides required actions and how findings should be reported to senior leaders and external bodies.
- Allocates workload, manages performance and supports staff within the QA function.
- Decides when to intervene in assessor practice, require training or standardisation, or escalate issues to leadership.
- Works with high independence, determining priorities and approaches to QA without direct supervision.
- Ensures all decisions are evidence-based, defensible and aligned with organisational policies and national standards.
- Escalates strategic decisions with major implications but leads on all professional and technical QA decisions.

Contacts and Relationships

The role relies on strong, credible relationships across HFRS and the wider fire sector, with the ability to collaborate, influence and support colleagues to embed and improve QA processes.

- Provide assurance reports, insights and professional advice to SLT/CLT and governance boards.
- Present QA findings and risks clearly to support organisational oversight.
- Align assessment and verification with training pathways and competence requirements.
- Collaborate on standardisation, curriculum alignment and assessor development.
- Work with operational colleagues to ensure QA reflects frontline practice.
- Offer guidance and feedback to improve assessment consistency.
- Integrate QA with wider organisational priorities including culture, inclusion and workforce development.
- Address disparities and embed fairness using insights from workforce data and staff feedback.
- Maintain constructive relationships to support consistent assessment practice.
- Provide coaching, support and clarity to promote transparency and confidence in assessment processes.
- Collaborate on assessment-related policies (appeals, malpractice, conflict of interest, documentation).
- Ensure alignment between QA processes, workforce policy and organisational governance.

Responsibility for Resources

- Uses IT equipment, training materials, documentation and other office-based resources responsibly and maintains them in good condition.
- Ensures equipment required for evidence gathering, analysis or reporting is available, functional and used appropriately.

WORK ENVIRONMENT

Work Demands

The role involves managing a varied and at times complex workload, balancing planned assurance activity with reactive tasks arising from emerging issues, audit findings or organisational priorities. The post-holder will regularly work to tight deadlines, particularly in relation to governance reporting, internal verification cycles, and the coordination of audits or standardisation events.

They will be required to prioritise tasks effectively, manage multiple workstreams simultaneously, and respond flexibly to changes in demand, ensuring that assurance requirements and statutory or organisational deadlines are consistently met. The role also involves regular analysis of detailed information, assessment records and data, requiring sustained concentration and attention to detail.

Physical Demands:

- All duties can be performed with normal physical effort.

- The role is mainly office-based and involves prolonged periods of computer and desk work, attendance at meetings, and occasional movement of light materials such as QA documentation or training resources.

Working Conditions:

- The majority of work is carried out in an office working environment, using standard IT and communication equipment.
- Occasional site visits to fire stations, training venues or other Service locations may be required to conduct audits, sampling, observations or meetings.
- Travel within the Service area may be necessary, with infrequent attendance at regional or national meetings, workshops or external QA events.
- Exposure to adverse environmental conditions is minimal, though basic safety protocols must be followed when on operational premises.

Work Context:

- Work involves minimal risk to personal safety, provided normal health and safety procedures are observed.
- The post-holder may handle sensitive or confidential information, including assessment outcomes, staff performance data or quality concerns, requiring discretion, professionalism and emotional resilience.
- Occasional exposure to challenging or sensitive conversations may arise when addressing inconsistencies in assessment, providing corrective feedback, or resolving appeals or disputes.

Please sign the below and return to HR at your earliest convenience.

Postholder signature:

Full Name:

Date:

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.