



# Role profile competency

<b>Job title</b>	Assessment Quality Assurance Manager
<b>Reporting to</b>	Head of Assessment

<b>Role family</b>	<b>Management responsibility:</b>	
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E&T Qualifications, Assessment	Does this role have management responsibility for others? <b>Yes</b>	Team Manager
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## Overall purpose of role

This role is responsible for operational oversight and delivery of ICAEW's post-exam quality assurance processes, ensuring they are well-managed and fit-for-purpose.

This role has direct line management for one permanent member of staff and will be expected to manage resource of temporary and/or contract staff throughout the year.

## Main responsibilities of role

- Be responsible for managing and delivering post-exam quality assurance processes.
- Oversee special consideration cases in line with ICAEW policies, and manage misconduct proceedings in line with ICAEW regulations; report outcomes to the Assessment Committee.
- Oversight of ICAEW's remote invigilation auditing reviews process.
- Secretary to the Assessment Committee.
- Develop processes, procedures, documentation and provide training in relation to areas of responsibility, ensuring that internal requirements, GDPR compliance, and other relevant regulations are met.
- Be an active participant in the Assessment Management Team.
- Recruit, manage and develop staff. Ensure appropriate temporary resource for exam session bottlenecks.
- Actively identify risks and promote strategies for risk reduction.
- Specific duties will vary from time to time in line with the business needs.

## **ICAEW values – all staff are expected to work to these values**

### The 3 i's – Initiative Insight and Integrity

The 3 i's are the values that drive our attitude and approach to working at ICAEW, along with our ways of working being agile, collaborative and innovative.

#### **Initiative**

- Actively collaborating to identify needs and look for innovative solutions.
- Bring together different groups and communities to work together.
- Empowering people to be agile, so they can take ownership and harness the collective efforts of ICAEW in a flexible and responsive way.

#### **Insight**

- Actively gathering insights to develop innovative and considered thought.
- Collaborating with our networks to voice different perspectives and insights internally and externally to stimulate discussion and debate.
- Being agile in finding new and timely ways to provide understanding and insight to our members, organisations and government.

#### **Integrity**

- Acting with transparency, consistency and openness as Integrity underpins all activity we undertake.
- Standing by your principles to adhere to the highest professional standards even when facing adversity.
- Doing the right thing, even when no one is looking.

## **Role specific technical skills**

#### Essential:

- Background in a professional body, awarding organisation or university in an exams management role.
- Experience of working with business processes, applying organisational policies and regulations.
- Able to work under high pressure – may include some evenings and weekends at peak times.
- Confident speaking to senior stakeholders.
- Experience of people and/or resource management.

#### Desirable:

- Experience of acting as secretary to a committee.
- Experience of business process mapping.