

Quality Assurance Lead

About Sava and the role

Sava is a growing profitable business, comprising two enterprises:

- Sava Education – an education and information business that supports the UK residential surveying and valuation sector.
- Sava Technology – a software and data analytics business that provides tools to social housing providers to analyse zero carbon strategies.

Our purpose statement is “Empowering people and organisations to make a positive impact towards making buildings better by giving them the skills and technology they need to adapt and thrive in a fast-changing world”.

The role would suit someone with a good understanding of vocational qualifications, experienced in guiding learners through the assessment process and who knows what it takes to make a successful service delivery team.

What you’ll be doing

- Be the key point of contact for external assessors and internal verifiers, ensuring they deliver a high quality service
- Lead a small team of internal verifiers
- Identify process improvements to ensure better outcomes for all training and assessment and training partners taking responsibility for highlighting these and contributing to updating our QA procedures
- Work with colleagues to ensure learners have a positive experience throughout the qualification journey
- Proactively contribute to relationships, contracts and outcomes with our preferred service suppliers including assessors, verifiers, trainers and software and system providers and dealing with associated invoices.
- Ensure we meet or exceed our mandatory obligations to our Awarding Bodies, Professional Bodies and other regulators
- Be instrumental in driving recruitment of new assessors and supporting with coaching and training once in post.
- Manage any situations that many arise when things go wrong for learners and other stakeholders including extenuating circumstances, deferrals, appeals, payment holidays, employer liaison or complaints
- In rotation with other members of the business, attend training days and promotional events across the UK to support existing and potential customers (this will include occasional Saturdays with an overnight stay on the Friday). During this Covid-19 period, all training is currently delivered via live virtual classrooms and so no travel is involved.
- Deliver training on induction and assessment processes
- Engage with the wider company to understand the commercial drivers and use your skills and expertise to help the company succeed

We want you to have the following skills, abilities and attributes

- A desire to really understand our business – what we sell and deliver to our customers and why they choose Sava
- A great work ethic where you bring your whole self into the role and where you derive personal satisfaction from delivering a great service to our customers
- An ability to push through your ideas and challenge the current way of doing things, in pursuit of improving the customer experience. Whilst at the same time being diplomatic and sensitive to other's opinions
- A 'can do' attitude, solution focussed with innovative problem-solving ideas
- Able to self-motivate and work on your own initiative whilst managing your time in order to meet deadlines and objectives
- Excellent written and spoken communication skills that allow you to inform and advise others clearly, instilling confidence and leaving positive impressions
- Able to anticipate issues, take responsibility and make decisions
- Meticulous attention to detail and accuracy
- Comfortable to speak to an audience of approximately 40 learners
- Flexible attitude to working hours to enable support of training activity and promotional events across the UK, some taking place during evenings and weekends
- Previous management or supervision experience
- Excellent IT skills

We really need you to have the following knowledge

- Qualified by experience – three years in a similar role in a commercial, professional body, educational or competency framework environment
- Vocational accredited or non-accredited qualifications and Professional or Awarding Body structure and QA processes at Level 4 or above
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- Adult learning delivery techniques, methodologies, quality measures and the administrative demands required to ensure the maximisation of timely assessment & verification
- Assured user of Microsoft 365 especially Word, Excel and PowerPoint
- Experience of using a range of student tracking systems to manage progress and improvement

We want the best people

At Sava we're keen to meet people with varied backgrounds. We want to build teams which represent a variety of experiences, perspectives and skills, and we recognise talent based on merit and potential. We welcome applications from candidates who have gained experience and skills through vocational routes.

All applicants will receive consideration for employment without regard to race, colour, religion, gender, sexual orientation, national origin, social background, disability or age.

We particularly encourage applications from people with a disability, or people from a black, Asian, and minority ethnic group who are currently under-represented within the company.

Employment offers will always be made on the merit of the application and performance in the selection process.

Remuneration

The annual salary for this role will be £34,000 - £40,000. Other aspects of remuneration and employment can be discussed during the selection process.

Application process

To apply for this opportunity, please write to us with your CV **and a covering letter**. In the letter we would like you to tell us:

- Your experience of guiding learners through the vocational qualification assessment process
- What you think defines a successful training team
- Anything else you might want to tell us about

For all applications that meet the above criteria we will email you to let you know whether or not we will be taking your application forward. If we don't take forward your application, we will, upon request, give you feedback on the reasons why.

The selection process is likely to include five steps:

- A face to face interview (following all necessary COVID-19 precautions)
- Psychometric and competency testing (online)
- A short task to allow you to further demonstrate your abilities to us
- A final face to face interview (following all necessary COVID-19 precautions)

Please send your CV and covering letter to claire.bowyer@sava.co.uk

More information

<https://sava.co.uk/education/>

<https://www.abbeqa.co.uk/>

No agencies please. Applications that are received via agencies will be ignored.