**Job** **Profile**

**External Quality Assurer (EQA)**

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| Department | Energy & Utility Skills Register (EUSR) |
| Location | Homebased |
| Reports to | Quality Manager  |
| Hours | Nominally 37 hours but operationally available at all times to meet Company requirements. |
| Contract  | Permanent  |
| Constraints (travel/ base/ working patterns etc) | The role will require travel to the office in Solihull and UK-wide travel from time to time as required for client visits.  |
| Salary  | Circa £40,000 per annum (dependent on experience) plus Car Allowance of £5k + eligibility for company bonus scheme. |
| Date | August 2025 |
| About usRecently established, Energy & Environment Awards is a wholly owned subsidiary of the Energy & Utility Skills Group and an Ofqual regulated awarding organisation. With a focus on the energy and utilities sector, we deliver apprenticeship end point assessments, regulated qualifications and EUSR – the sector’s register of skills and industry recognised training programmes. These services are essential to ensuring that the workforce across the energy, water and waste management and other vital sectors has the technical competence and confidence to operate safely, efficiently and sustainably. In EUSR, we provide the Register of training and skills for the Utilities sector by developing and assuring training programmes and assessments. Through rigorous quality assurance processes with a focus on safety, we provide peace of mind that our industry-wide programmes meet employer needs. Our dedicated team oversees approvals and ongoing monitoring of all our training providers and trainers delivering our schemes, ensuring the outcomes are reliable and consistent. About the role As an EQA, you are centre facing (‘centre’ includes both our Approved Providers and Approved Trainers) with a focus on ensuring that all our centres remain compliant with our approval criteria, at both a centre and training programme level.In this role, you will also spend time with our centres offering them information, advice and guidance on our approval and audit processes and requirements – before and after approval.You will support continuous improvement by sharing best practice and sometimes working with centres on action or improvement plans. You will also have the opportunity to feed in to our own continuous improvement, whether at a scheme level, or relating to an aspect of our quality assurance or registration processing. You will also work with centres to identify any additional opportunities such as other industry relevant schemes or endorsed training programmes. About you You will have recent experience in working in the vocational education or training sector, ideally within an awarding or other professional body as an EQA, or a training provider as an IQA. You will already hold an existing qualifications for EQA or IQA, and maybe also as trainer and/or teaching qualifications; you will be experienced at either managing or carrying out training related audits.You will also demonstrate a high standard of interpersonal and communication skills – including the writing of approval, audit and monitoring reports. As most of our information and date is held within our Quartz system, you will also need to have excellent IT literacy and skills.Rewards Join our growing organisation and you’ll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport. |
| **Key Responsibilities:**The key responsibilities of the External Quality Assurer (EQA) include:**Approvals and Audits** * Conduct approvals and audits in line with our internal quality assurance processes to confirm compliance with our approval criteria, keeping accurate and up to date records
* Assign a risk rating to centres in accordance with our defined Risk Management Policy & Processes
* Write comprehensive reports following each approval and audit

**Relationship Management and Centre Approval** * Develop and maintain good working relationships with our centres and key industry stakeholders; offering information, advice and guidance to support and embed the culture of continuous improvement
* Identify, or respond to, opportunities for additional schemes or services that would add value to our centres
* Work closely with other internal teams including Product Management, EUSR Support, Client Management, Sales and Marketing

**Continuous Improvement** * Feedback intelligence and information that will help us continually improve our schemes, service and value to our centres, or the promotion or messaging of them
* Support the Quality Manager in the review and development of quality assurance documentation, policies, processes and activities to ensure they remain appropriate and of the highest standard
* Represent the Quality team on employer or provider network groups, Trainer Approval Workshops or any other events
* Support the Product Management and EUSR Support teams to ensure all schemes processes remain fit for purpose, providing feedback from our centres as appropriate
* Work as one team across Registration Services and adhere to our ‘Behaviour Framework’ and Company Values

**Additional responsibilities*** Ensure compliance with Energy & Utility Skills Group data protection policies and processes.
* Continuous professional development; commitment to personal and professional development.
* Take reasonable care of your own health and safety and that of others in the workplace.
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**Job Holder Specification**

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| **Specification** | **Essential** | **Desirable** |
| **Education/pre-requisite knowledge**  |  |  |
| Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (RQF) |  | ✓ |
| Knowledge of the energy and utility sector |  | ✓ |
| **Work Experience** |  |  |
| Demonstratable experience of working as an EQA within an awarding or similar professional body or as an IQA in a training provider/college.  | *
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| Working with centres to support continuous improvement |  ✓ |  |
| Proactively working with centres to identify and support ways in which value can be added through additional schemes or programmes  |  ✓ |  |
| IT literate – demonstratable experience of using Microsoft Office applications such as Outlook, Word, Excel and SharePoint.  |  ✓ |  |
| Experience of working with computer-based learner registration and assessment systems, such as Quartz.  |  | ✓ |
|  **Competencies & Skills** | **Essential** | **Desirable** |
| **Presenting & Communication Information** Excellent verbal communication skills and ability to write clearly, succinctly and correctly in a convincing and engaging manner. Writes in a well-structured and logical way to meet the needs and understanding of the intended audience. |  |  |
| **Relating & Networking** High level of interpersonal skills; establishes good relationships with colleagues and stakeholders; builds wider and effective networks of contacts inside and outside of the organisation; relates well to people at all levels.  |  |  |
| **Planning & Organising** Plans activities well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resource needed to accomplish tasks and monitors performance against deadlines and milestones.  |  |  |
| **Deciding & Initiating Action** Makes prompts, clear decisions which may involve tough choices or considered risks; takes responsibility for actions; takes initiative, acts with confidence and works under own direction.  |  |  |
| **Delivering Results & Meeting Customer Expectations** Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way.  |  ✓ |  |

**Our Values**

**Together**

We are stronger, collaborating internally and externally to deliver success as one high performance team.

**Credible**

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

**Making A Positive Difference**

A great place to work, we individually and collectively play a key role in shaping a greener world.