

QUALIFICATIONS MANAGER

JOB DESCRIPTION

Job title	Qualifications Manager
Department	Propertymark Academy
Office location	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
Responsible for	Qualifications including End Point Assessment
Salary	c£50K
Reporting to	Head of Propertymark Academy

JOB PURPOSE

The post holder will be responsible for effectively managing the assessment and awarding processes for a range of qualifications, working effectively with external contractors to ensure the efficient production of high-quality assessment materials, their review and continuous improvement and determine and manage related internal and external quality assurance requirements.

The post holder will also act as the Responsible Officer for the Regulators, being the authoritative point of contact in relation to all relevant activities as required by the Regulator for recognised awarding organisations.

Main Duties and Responsibilities:

- Management of Assessment Team including:
 - Ensuring organisation strategy is clearly understood by whole team.
 - Setting objectives/targets and monitor performance.
 - Collating monthly reports and analyse performance/onward actions.
 - Setting department budgets, monitor and reforecast.

- Responsible Officer including:
 - Monitor Regulator portals/news updates.
 - Identify, log and investigate potential assessment incidents.
 - Ensure timely resolution of incidents.
 - Keep all assessment and related quality documentation up to date and compliant with regulatory requirements.
 - Prepare and complete the annual self-assessment activity and Statement of Compliance submission.
 - Act as the main point of contact for any physical or remote meetings with regulators, with any qualifications, including End Point Assessment, which Propertymark Qualifications are the awarding organisation or End Point Assessment Organisation.

- **Assessment Development:**
 - Oversee the commissioning and development of assessment materials and mark schemes from technical experts.
 - Recruit, develop, train and quality assure technical experts and external assessment personnel.
 - Manage the collation and analysis of reports from examiners/assessors on the performance of their assessment; provide statistics and analysis for Awarding/Subject/Assessment meetings.
 - Oversee the subject and standardisation meetings ensuring appropriate process are followed.
 - Manage transfer of relevant assessment materials with third party suppliers and internal systems, taking responsibility for their accuracy and timely delivery.
 - Create, review and implement fit for purpose operating procedures and contribute to streamlining and refining processes relating to assessment, quality assurance and delivery.

- **Management of the Learner Management System including:**
 - Learner management and the digital journey with all relevant platforms.
 - Product management ensuring digit records are correct.
 - Processes within from registration to certification ensuring compliance to regulatory requirements.

- **Assessment platform management including:**
 - Oversee the management of question banks within the assessment platform.
 - Oversee the processes of examination development and quality assurance process within the assessment platform to ensure compliance with regulators and assessments are valid, current and fit for purpose.
 - Manage relationships with assessment platform providers and any security platforms support the delivery on online assessments.

- Represent PMQ with external stakeholders, customers, providing input at conferences and events as required and in support of the centre/provider approval processes, acting as an ambassador for Propertymark Qualifications both internally and externally.
- Any other duties in line with the level of responsibility, dependent upon business priorities.

Key Working Relationships:

- Assessment Team
- CEO & Senior Management Team
- Other Propertymark departments
- External stakeholders
- Learners/employers

Job Requirement / Skills:

- Experience in an awarding organisation or related environment with demonstrable understanding and experience of development and delivery of a range of assessment methodologies and operational processes.
- Experience of working in a policy-driven, regulatory environment.
- Excellent organisational skills with an ability to plan and prioritise a heavy workload under own initiative to meet deadlines.
- Possessing the ability to define problems, collect data, establish facts and draw valid conclusions and recommend appropriate solutions.
- Excellent communication skills (both oral and written) in order to build relationships with and influence a variety of internal and external stakeholders.

- Able to quickly establish credibility and authority amongst sector and education professionals and administrative staff both within and external to PMQ.
- Good understanding of awarding body specific systems and ability to adapt to different IT systems, including management of data on regulatory portals.

Education / Experience:

- Educated to degree level or equivalent (essential).
- Regulatory compliance and assessment practice, preferably within an awarding or educational environment (desirable).
- Awarding Body specific software and operational systems, including regulatory portals and learner/centre management systems (desirable).
- Property sector knowledge and understanding (desirable).
- Education/training and assessment experience (essential).