Job Title: Quality Assurance Manager (Learning & Competence) **Purpose:** To lead and deliver internal quality assurance arrangements across learning, assessment and competency management activities, ensuring consistency, compliance and continuous improvement. The postholder will manage and coordinate quality assurance activities including assessment sampling, observations, audit activities and improvement planning, whilst providing leadership, guidance and support to Internal Quality Assurers, trainers and assessors to maintain high standards of delivery and assessment practice. The role will assess and determine the significance of quality assurance, assessment and competence management risks, recommending or escalating actions where deficiencies may compromise ORR regulatory compliance, workforce competence, operational safety or organisational assurance arrangements. Through the delivery of this fixed-term programme, the postholder will establish the long-term quality assurance framework that will support the organisational regulatory compliance and operational effectiveness beyond the life of the project.	NEXUS

Person Specification

Date: October 2026

Essential Criteria

EDUCATION	
Level 4 Internal Quality Assurance qualification (TAQA/IQA/V1/D34 or equivalent) Level 3 Assessor qualification (CAVA/TAQA/A1,2/D32/D33 or equivalent)	Certificate Certificate Certificate

GCSE Level 2 (or equivalent) in English and Mathematics	
SPECIFIC KNOWLEDGE	
Understanding of competency-based assessment within operational or safety-critical environments.	Application Form/Interview/Presentation
Knowledge of Internal Quality Assurance Strategy, sampling methodologies and standardisation process.	Application Form/Interview/Presentation
Understanding of assessment validity, reliability, sufficiency, authenticity and fairness principles.	Application Form/Interview/Presentation
Knowledge of quality assurance systems, audit methodologies and continuous improvement principles.	Application Form/Interview/Presentation
Advanced knowledge of Microsoft Office applications, including Excel, Word, PowerPoint and SharePoint.	Application Form/Interview
Experience in applying coaching models to support improvement.	Application Form/Interview
SKILLS & COMPETENCIES	
Quality Improvement and Assurance – Able to identify quality risks, analyse assurance findings and implement targeted improvement activities to improve assessment quality and compliance.	Application Form/ Interview/Presentation
Coaching & Support – Supports trainers and assessors to improve performance by effective coaching strategies.	Application Form/Interview
Analysis and Evaluation – Reviews quality evidence and identifies areas of improvement through observation and IQA reporting.	Application Form/Interview
Communication Skills – Able to produce clear, concise and professional reports, standards, guidance documents and presentations. Communicates confidently with stakeholders at all levels.	Application Form/Interview
Organisation and Planning – Co-ordinates multiple assurance activities and schedules.	
Presentation and Influencing Skills – Able to prepare and present information, recommendations and proposals to management teams, governance groups and senior leadership forums, demonstrating professional expertise and providing trusted advice and support to managers and stakeholders.	Application Form/Interview
Data Analysis and Reporting – Able to analyse quality assurance information, identify trends and present evidence -based recommendations to support decision making and continuous improvement.	Application Form/Interview

EXPERIENCE	
Experience of working within a training, education or competency environment.	Application Form/Interview
Experience of leading or co-ordinating internal quality assurance arrangements across multiple subject areas and teams.	Application Form/Interview
Experience developing and implementing quality improvement actions arising from audits, observations assessment sampling or assurance reviews.	Application Form/Interview
Experience engaging and collaborating with subject matter experts and operational stakeholders.	Application Form/Interview/Presentation
Experience analysing quality assurance information and presenting recommendations to managers or governance groups.	Application Form/Interview
Experience managing competing priorities and delivering outcomes within challenging timescales.	Application Form/Interview
DESIRABLE	
Experience within the rail industry.	Application Form/Interview
Experience within a safety-critical or regulated environment.	Application Form/Interview
Lead IQA qualification	Application Form/Interview
Ideally educated to level 5 or above in Learning & Development, Education, Quality Assurance, Organisational Development, Business Management or a related discipline, or have the required experience in the rail industry.	