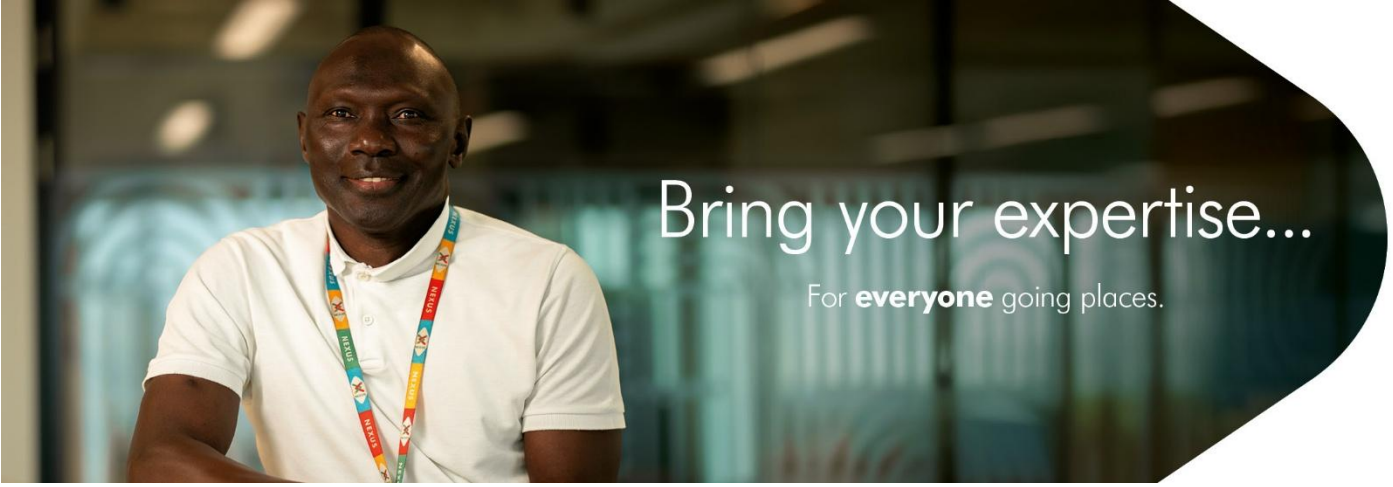


Quality Assurance Manager (Learning & Competence)

Fixed term until 31 March 2028

Salary circa £58k

We are seeking an experienced and motivated professional to lead and deliver internal quality assurance arrangements across learning, assessment and competency management activities throughout Nexus. This is an exciting opportunity to make a lasting impact on the quality, consistency and effectiveness of learning delivery, assessment practice and competence assurance.

Working collaboratively with trainers, assessors, Internal Quality Assurers (IQAs), operational managers and stakeholders, you will play a key role in driving quality improvement, strengthening assurance arrangements and supporting the delivery of high standards across all learning and competency activities.

About the role

As Quality Assurance Manager (Learning & Competence), you will lead and coordinate internal quality assurance arrangements across learning, assessment and competency management activities, ensuring consistency, compliance and continuous improvement. You will establish and embed a long-term quality assurance framework that supports organisational effectiveness, regulatory compliance and operational safety.

You will be responsible for managing quality assurance activities, including assessment sampling, observations, audit programmes and improvement planning, whilst providing leadership, guidance and support to Internal Quality Assurers, trainers and assessors.

Typical day

- Leading the implementation of quality assurance policies, procedures and guidance.
- Directing quality reviews, audits and evaluation activities to assess performance and identify opportunities for improvement.
- Coordinating assessment sampling activities and reviewing assessment decisions and evidence.
- Supporting standardisation activities for trainers, assessors and IQAs.
- Undertaking teaching, training and assessment observations, providing constructive feedback and identifying development needs.
- Leading quality improvement plans arising from audits, observations and quality reviews.
- Producing and maintaining quality assurance calendars, sampling plans and assurance schedules.
- Analysing quality assurance performance data and presenting recommendations to management teams and governance groups.

About you

You will be an experienced quality assurance, learning and development, assessment or competence professional with a strong understanding of quality assurance principles, assessment methodologies and

continuous improvement practices. You will be able to influence stakeholders, analyse quality information and identify improvement opportunities that strengthen learning and competency assurance arrangements.

Essential

- Level 4 Internal Quality Assurance qualification (TAQA/IQA/V1/D34 or equivalent).
- Level 3 Assessor qualification (CAVA/TAQA/A1/A2/D32/D33 or equivalent).
- GCSE Level 2 (or equivalent) in English and Mathematics.
- Understanding of competency-based assessment within operational or safety-critical environments.
- Knowledge of Internal Quality Assurance strategies, sampling methodologies and standardisation processes.
- Understanding of assessment validity, reliability, sufficiency, authenticity and fairness principles.
- Knowledge of quality assurance systems, audit methodologies and continuous improvement principles.
- Advanced knowledge of Microsoft Excel, Word, PowerPoint and SharePoint.
- Experience leading or coordinating internal quality assurance arrangements across multiple subject areas and teams.
- Experience developing and implementing quality improvement actions arising from audits, observations, assessment sampling or assurance reviews.
- Strong communication, analytical, presentation and stakeholder engagement skills.

Desirable

- Experience within the rail industry.
- Experience within a safety-critical or regulated environment.
- Lead IQA qualification.
- Ideally educated to Level 5 or above in Learning & Development, Education, Quality Assurance, Organisational Development, Business Management or a related discipline, or equivalent industry experience.

Who we are looking for

We're looking for someone who is passionate about quality assurance, assessment excellence, competency management and continuous improvement. You will be confident in challenging poor practice, identifying organisational risks and supporting colleagues to achieve and maintain high standards of performance.

You will bring a collaborative approach and the ability to influence stakeholders at all levels, using evidence, assurance findings and performance data to drive meaningful improvements across the organisation.

Our team

You will join the Learning & Competence team and work closely with trainers, assessors, Internal Quality Assurers, operational managers and senior leaders. Together, you will help strengthen assurance arrangements, improve assessment practice and support the development of a competent, capable and safe workforce.

About us

At Nexus, we connect communities across Tyne and Wear through the Metro, Shields Ferry and wider public transport network. We are committed to delivering safe, reliable and accessible public transport services and investing in the people who make that possible.

What we offer

- You'll work a 36-hour week.
- You'll be part of a generous pension scheme (Local Government Pension Scheme)

- 28 days annual leave per year plus bank holidays and time off for volunteering too
- Enjoy travelling for free in Tyne and Wear with our enhanced travel benefits for you and your family
- Free or discounted travel with Grand Central, LNER, Lumo, Northern Rail and TransPennine Express
- You will have the opportunity to contribute to a health cash plan that will contribute (and dependants if you have them) towards dental costs, optical, and lots more
- Access to our reward app with over 1000 plus high street discounts on groceries, holidays and days out.
- We like to grow our own colleagues (not literally of course!), so when you're ready for the next step in your career, we can help develop you.

What to expect at interview

The interview process will assess your experience of quality assurance, assessment practice, competency management, continuous improvement and stakeholder engagement. You may also be asked to discuss how you would approach identifying quality risks, implementing improvement actions and supporting high standards of learning and assessment practice.

Ready to champion quality and excellence across Nexus?

If you're passionate about driving high standards, continuous improvement and effective quality assurance, we want to hear from you.

Please upload your CV and a covering letter explaining how you meet the essential criteria outlined in the Person Specification before **9am on Friday 11 December 2026** and join a team committed to developing and assuring the skills and competence that keep Nexus operating safely and effectively.

Right to Work

As part of our pre-employment checks, all applicants will be required to provide evidence of their right to work in the UK.

Employment cannot commence until right to work has been successfully verified. If you are unable to provide valid documentation, we will be unable to progress your application or continue your employment with Nexus.

This also applies where an existing employee's permission to work in the UK is due to expire and sponsorship is not available or cannot be provided.

Application Accuracy and Use of AI

We ask that all information provided as part of your application is accurate, truthful and reflects your own skills, knowledge, qualifications and experience.

You may use artificial intelligence (AI) tools to help prepare your application. However, any content submitted must genuinely represent your own experience and capabilities. Presenting AI-generated content, or the work, experience or ideas of others, as your own may be considered plagiarism.

Any application found to contain misleading, inaccurate or misrepresented information may be withdrawn from the recruitment process.