

## Quality Lead (Assessments)

 gateway  
qualifications

*learning your way*

## A message from our Chief Executive Officer

Welcome to Gateway Qualifications

Our vision is 'to be the awarding organisation of choice, supporting learners and apprentices through their gateway to success'.

We do this by creating the highest quality products and services that are accessible to all learners and apprentices and that meet the needs of all types of providers.

Our expert teams have been supporting providers and supporting learner success for more than 30 years. Over that time, we have constantly evolved to remain responsive to our customer requirements and the changing demands of the learning and skills sector.

Our own success is supported by our genuine desire to provide the best service possible, through sharing our expert knowledge and sector experience, and by building strong working relationships with centres and partners.

If you work hard to be the best in your field and thrive on working as part of a team, we would like to hear from you.

It is only through our people we can continue our success story. We look forward to meeting you.

Fabienne Bailey  
CEO

## About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

Our expert teams have been supporting providers and changing futures for more than 30 years.

As an Awarding Organisation we offer a wide range of Regulated qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

If you join us, you'll be joining an award-winning team who work hard every day to make a difference to the lives of learners. We have won in the following categories at the Federation of Awarding Bodies (FAB) Awards; Qualification of the year, two years in a row, Learner of the year, Individual of the year, AO/Provider Relationship of the year, Awarding Organisation of the year and Innovation of the year.

## Job Details & Description

If you are interested in this vacancy, you will be able to make an application via our website careers page. **Please ensure you attach your CV and a Covering Letter explaining why you are suitable for the role.**

**The closing date for applications will be midday on Thursday 17<sup>th</sup> July 2025.** We reserve the right to close this vacancy early if we receive sufficient applications for the role. We may also consider applications as they arrive and may start interviewing prior to the closing date. Therefore, if you are interested, please submit your application as early as possible.

**First stage online interviews are scheduled for week commencing 28<sup>th</sup> July 2025 and second stage interviews will be week commencing 4<sup>th</sup> August 2025.**

Please note that you must have proof that you have the right to work and live in the UK.

Job Title	Quality Lead (Assessments)
Reports to	Quality Assurance Manager
Division/Department	Awarding / Quality and Standards
Employment Status	Permanent
Working Hours	Full-time, 35 hours per week. Hours and days to be agreed and may be subject to change to respond to customer needs.
Responsible For	Quality Officers
Salary	Starting salary £36,200 per annum

## Job Purpose

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- Ensure the effective delivery of operational processes that support the end-to-end administration and awarding of external assessments.
- Manage a team to support a designated qualification portfolio, aligning resources with increasing registration and assessment volumes.

## Responsibilities and Accountabilities

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### Accountable For:

- Timely and efficient delivery of operational processes related to external assessments, including the maintenance of standards.
- Ensuring compliance with regulatory and awarding body requirements for qualifications with external assessments (e.g., ESOL Skills for Life, EDSQ, DFSQ).
- Resource planning to meet departmental needs, including the recruitment and induction of new external workforce (e.g., examiners and markers).
- Monitoring performance through the analysis and interpretation of assessment data.
- Managing and developing team members through performance reviews, coaching, and training.
- Identifying areas for improvement in assessment processes and contributing to initiatives that enhance the overall quality of assessment.

### Responsible For:

- Overseeing all awarding processes for external assessments, including coordination of online and paper-based marking, facilitation of awarding meetings, data analysis, standard setting, and grade boundary recommendations.
- Leading and monitoring the allocation of External Quality Assurers (EQAs) and assessment markers.
- Managing conflicts of interest and ensuring appropriate mitigations are in place.
- Developing and implementing quality assurance systems to ensure the validity and reliability of external assessments.
- Planning and delivering annual standardisation activities, including leading maintenance of standards meetings to review assessment data, ensure comparability, and confirm grade boundaries.
- Supporting the training, standardisation, and ongoing development of external workforce (e.g., examiners, markers, EQAs) in collaboration with the Quality Assurance Manager and Chief Examiners.
- Leading standards monitoring for external workforce roles, including conducting EQA observation activities.
- Reviewing and approving Reasonable Adjustments and Special Considerations applications in line with policy.
- Providing expert guidance and training to internal and external stakeholders on qualification onboarding, quality assurance, and assessment delivery.
- Overseeing centre quality assurance activities (onsite and remote) to monitor assessment delivery and internal quality assurance practices.
- Monitoring SLAs for marking activities and implementing corrective actions to ensure compliance and continuous improvement.
- Developing and maintaining qualification guidance and documentation to support quality and assessment processes.
- Managing the resolution of queries, including root cause analysis to inform process improvements.

- Preparing and presenting internal reports, including data analysis, in collaboration with relevant teams.
- Managing feedback mechanisms to enhance products, services, and training initiatives.
- Championing continuous improvement across all areas of responsibility.
- Producing internal and external communications and updates as required.
- Supporting the wider Quality Assurance function and collaborating with other departments as directed by the Quality Assurance Manager.

### **Line Management**

- Overseeing and managing team members, including providing guidance, support and performance management through effective communication and professional development.
- Ensuring that EQAs and Markers are allocated effectively and that budgets are managed responsibly.
- Managing task delegation fairly in line with company policies to foster a productive work environment, ensuring team alignment with company goals and values.

### **General**

- Supporting the team in project work as and when required.

## **Person Specification (Short Listing Criteria)**

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### **Qualifications**

- Minimum A Level standard of education or equivalent Level 3 qualification.

### **Experience, Knowledge & Skills**

- Proven relevant experience, a minimum of 12 months, of working in an Awarding Organisation in an assessment delivery and awarding role (including marking and moderation).
- Knowledge and experience of external assessment methodologies.
- Knowledge of quality assurance frameworks and regulatory standards.
- Analytical and problem-solving skills.
- Experience of evaluating and presenting statistical and qualitative data.
- Experience of performance analysis of assessment data.
- Previous experience of leading and managing staff and contractors.
- A proficient level of digital literacy, including specific knowledge and experience of working with the Microsoft Office suite (Word, Excel, PowerPoint, Outlook, and Teams) and a range of other digital tools and apps.
- A proficient level of communication skills, specifically written and oral, to be able to communicate effectively with a wide range of stakeholders.
- Excellent time management skills, with the ability to work to deadlines, while managing and prioritising your own workload to ensure efficient and effective outcomes.
- Excellent attention to detail and accuracy.

### **Personal Attributes**

- Ability to relate to and work in line with our Values.
- A commitment to providing excellent customer service, both externally to our clients and customers and internally to colleagues.
- An awareness of Equity, Diversity, and Inclusion (EDI), and actively fostering an inclusive environment.

- Ability to work independently and on own initiative.
- Self-motivated with a flexible approach to work and a willingness to undertake regular Continued Professional Development (CPD).

## General Statement

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All staff are expected to create an environment of service excellence by engaging and thinking from the customers perspective and being highly motivated to deliver outstanding customer service.

All staff are expected to be aware of and comply with the policies, processes, and procedures of the organisation.

You may be asked to undertake any other duties commensurate with the nature and level of the post.

The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

All managers must ensure that staff are treated consistently, equally, and fairly in the management of their performance. You will motivate, inspire outstanding performance and deal appropriately with performance that needs to be improved.

## Further Candidate Information

### Our Company Values

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We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone to demonstrate these in their everyday work when representing Gateway Qualifications. All staff and Wider Workforce are expected to conduct their work in line with the organisation's values.



#### Partnership

Working together  
Supporting teamwork across the organisation  
Communicating, listening, supporting, and collaborating



#### Integrity

Behaving ethically, with openness and honesty  
Trusting and respecting each other  
Taking ownership of our performance



#### Originality

Embracing change  
Thinking creatively and innovating  
Encouraging positive risk taking



#### Quality

Striving to do things right every time.  
Taking pride in what we do  
Continuously improving

### Accreditations

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## Working at Gateway Qualifications

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We are a business that is also a charity, and we all take pride in our main role of supporting our centres. It's a key part of what we do.

We have a small senior leadership team who are approachable. We also have an excellent Board of Trustees. They invest in us as an organisation so that we can do more for our customers, for example, keeping our technology up to date.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves, but we are a team who can embrace change and are adaptable and innovative. We also have fun too!

We have 60+ core staff, supported by our wider workforce and our consultants, so about 170 people in total. We have an office base in Colchester, but we primarily work from home and have colleagues all around the country.

You can read all the information about [Gateway Qualifications our website](#). We hope you'll want to join us, and we look forward to meeting you.

## Our Benefits

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**Salary:** We all like to feel we are fairly rewarded for our hard work. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have an open and transparent pay scale model that rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we believe we pay competitive salaries. We are happy to talk through any queries about the pay as we like to attract the best candidates.

**Pension:** We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

**Annual Bonus:** We like to share our success with our staff. If the business is thriving and we achieve our targets, then the Board has the discretion to award all employees with a lump sum bonus. The amount changes from year to year but it means everyone benefits in our team success.

**Homeworker Allowance:** All employees that work remotely receive a monthly Home Worker Allowance as a contribution towards the costs of utilities.

**Working Hours:** Our full-time working week is 35 hours. This is a great benefit, but we do sometimes ask for flexibility. This may mean working more hours when we need it and then taking a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

**Flexible Working:** Our core office opening hours are 8.30am to 5.30pm and we have flexible start and finish times within these hours depending on your job role. We understand that things can change, or you may have the occasional appointment during work hours, and we are happy to accommodate this with your manager's approval.



**Holidays:** We offer a generous holiday entitlement of 30 days leave plus Bank Holidays. We also close between Christmas and New Year. If you work part-time this is pro-rata.

**Supporting You:** You'll have regular monthly one-to-one meetings with your manager and quarterly reviews where objectives will be set.

**Continuing Professional Development (CPD):** We encourage all staff to continue to learn and grow in their careers and we also encourage personal development. All staff are given individual LinkedIn Learning licences, which provides access to thousands of general and specialised learning opportunities.

**Communication and Get Togethers:** We know how important it is to keep everyone up to date with what's happening across the organisation and sector, while working remotely. Therefore, we have weekly Thursday Training for all staff where key priorities and learnings are shared and monthly Newsletters for general news and updates.

Working from home can sometimes feel a little removed, so we also manage to squeeze in regular virtual team socials, and we also get together for staff days out. As well as learning new skills these days out of the office are great fun. Previous staff days have included treasure quests, getting creative with power tools, and feeding giraffes and elephants!

**Technology & Equipment:** We provide all our staff with the necessary technology and equipment for their job role. Staff are required to ensure their home working environment is suitable with an appropriate desk and chair, a reliable, high speed internet connection, and a quiet place to work.

**Sick Pay:** Although we hope you don't need to use it, it is reassuring to know that if you need to be off work due to a major illness then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

**Wellbeing Benefits:** We have partnered with some amazing health providers, to ensure that our staff (on completion of probation) have access to 24/7 wellbeing benefits. These include an Employee Assistance Programme (EAP) and Health Cash Plan.