



## Job Description

<b>Job Title:</b>	<b>External Quality Assurer</b>
<b>Accountable To:</b>	<b>External Quality Manager</b>
<b>Accountable For:</b>	<b>None</b>
<b>Location:</b>	<b>Remote (occasional site visits may be required)</b>

### Our Mission

‘To provide qualifications to enhance lifelong career development for Dental Nurses.’

### Our Vision and Values

‘To be the leading Awarding Organisation of qualifications in Dental Nurse education and development, enabling excellence in practice’.

We are:

- Fair
- Professional
- Collaborative
- Innovative
- Inclusive

### Job Purpose

The External Quality Assurer (EQA) will assess and monitor the risk and performance of Providers through regular Monitoring Activities, Moderation, and thematic reviews. They will ensure that all regulatory standards are met by Providers to deliver high quality qualifications and support a culture of quality assurance and continuous quality improvement across the organisation. Their experience as a GDC registrant and qualified EQA status will support all NEBDN requirements for monitoring and in line with company policy and process.

### Key Accountabilities

#### Quality Assurance

1. Utilise professional knowledge, skills, and experience to assess and monitor Provider delivery against agreed quality standards.
2. Work effectively with the External Quality Manager to advocate a culture of quality assurance, together with the External Quality Manager, ensuring that appropriate guidance is provided to Providers, external stakeholders and the NEBDN team.



3. Through desk top reviews, remote and face to face monitoring and moderation, ensure that new and existing Providers satisfy NEBDN's external quality assurance criteria in relation to programme planning, training quality and content, resources, and learner support.
4. Monitor and audit quality across all NEBDN's activities using the agreed quality assurance framework as guided by the Internal Quality Manager, including remote auditing/visits to Providers to assess compliance with the framework including verification of records. To ensure and verify the consistency of assessment decisions for specified qualifications.
5. Identify and Provide guidance to Providers on areas of good practice, areas for improvement and to set and monitor action plans. Ensure poor performance is addressed in line with the Sanctions policy and act in a timely manner to refer concerns to the External Quality Manager.
6. Monitor and assist in the investigation and management of malpractice and maladministration in line with NEBDN policies, escalating to the External Quality Manager for review.
7. Provide support with enquires from NEBDN Providers in relation to Quality Assurance.
8. As new curricula, qualifications and assessments are introduced, support on implementation of new validation and audit processes to support achievement of consistently high standards.
9. Prepare and support reports to relevant NEBDN Committees on external quality processes.
10. Support the Assessment Integrity team to assist with examination, invigilation and facilitation processes as required.
11. Review external quality processes and procedures so that there is a consistent and well documented approach across all activities including collating appropriate KPI data to demonstrate outcomes of work.
12. Utilise external quality processes to identify continuous service improvement opportunities and escalate to the External Quality Manager to review implementation processes.
13. Work effectively as part of the external quality team, liaising with other EQA's to share experiences, best practice, and service improvement initiatives.
14. Maintain personal professional knowledge of the dental sector and best practice to inform changes and new developments within NEBDN.
15. Through external quality activities, act as an ambassador for NEBDN, forging open and honest relationships with Providers, backed by constructive challenge when required.
16. Contribute to quality related projects, and help ensure they are delivered on plan, on time and on budget and that outcomes are appropriately, tested, evaluated, and measured.



### **General requirements**

1. Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of NEBDN's standards of performance and conduct.
2. Seek to continuously improve in all aspects of the job role in order that the charity delivers the best possible service.
3. Positively participate in internal/external meetings and training.
4. Positively participate in regular one to ones and annual appraisals.
5. Ensure that all NEBDN's policies and procedures are adhered to at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as a positive ambassador for the charity at all times. Represent NEBDN at national meetings and events to ensure the charity is promoted and ahead of national changes to the profession.
8. Undertake any other duties that may be reasonably required from time to time.
9. Acknowledging the need for professional sharing of information with relevant parties, maintain strict confidentiality of information conveyed to them by the Chief Executive Officer, Trustees, beneficiaries, staff, and external organisations.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may make any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's role.



### Person Specification

<b>Post: External Quality Assurer</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications:</b>		
GDC Registrant	Essential	Application
Internal Quality Assurance qualification	Essential	Application
External Quality Assurance qualification	Desirable	Application
Evidence of commitment to own and others' continuing professional development.	Essential	Application
<b>Proven Experience:</b>		
Demonstrate at least 2 years' experience of working in a regulated environment	Essential	Application
Demonstrate an understanding of the requirements of educational regulatory bodies such as Ofqual, GDC and ESFA	Desirable	Application/Interview
Experience of working using risk-based quality assurance processes and reporting	Essential	Application/Interview
Experience of communicating with key stakeholders on behalf of an organisation providing constructive feedback and appropriate challenge	Essential	Application/Interview
<b>Knowledge, Skills, and Abilities:</b>		
Working knowledge of using quality assurance and quality audit processes and standards	Essential	Interview
Ability to identify problems and take a solution focused approach to problem solving	Essential	Interview
Able to effectively work independently and within a team environment	Essential	Interview
Excellent communication skills	Essential	Interview
Personal presence, able to represent the organisation professionally	Essential	Interview



Excellent organisational skills and ability to prioritise multiple tasks	Essential	Interview/assessment
Ability to prepare robust quality assurance reports in Word, Excel, and Power Point to meet deadlines	Essential	Interview/assessment
Ambition and ability to reinforce the highest standards of service delivery	Essential	Interview
Understanding of regulatory and legal obligations affecting NEBDN	Desirable	Interview/assessment
Ability to work accurately with strong attention to detail	Essential	Interview/assessment
Ability to work under pressure to meet deadlines	Essential	Interview/assessment
<b>Behaviours:</b>		
High standards of personal ethics and integrity	Essential	Interview/assessment
Personal qualities of self-awareness and self-management	Essential	Interview/assessment
Desire for service excellence and continuous improvement	Essential	Interview/assessment
Personal credibility and ability to influence and motivate proactively	Essential	Interview/assessment
Cooperative and flexible team member	Essential	Interview/assessment
Ability to prioritise and work under own initiative	Essential	Interview/assessment
<b>Other Attributes:</b>		
Able and willing to travel on business when required, including overnight stays	Essential	Application/interview
Able to be flexible in hours of work when required, including some evenings and weekends	Essential	Application/interview
Empathy with NEBDN's aims and objectives	Desirable	Application/interview
This is not an exhaustive list of duties, responsibilities and accountabilities within this post. This job description reflects the current main organisational responsibilities and accountability for this post. In the context of future business development, these priorities may develop and change in consultation with the post holder in line with service business needs and priorities.		



#### **CRITERIA COMMON TO ALL JOB DESCRIPTIONS:**

A job description sets out the purpose of the job, where it fits into NEBDN's structure, the context within which the job holder functions and the principal accountabilities of the job holders, or the main tasks they must carry out. It is not a definitive work plan but an outline of the role and function, it is not intended to describe all specific tasks and NEBDN reserve the right to amend it at any time.

#### **EQUAL OPPORTUNITIES STATEMENT:**

All employees are required to adhere to and promote the principles and operation of NEBDN's policies regarding Equality & Diversity, to ensure that the services provided are relevant to ethnically diverse communities and other disadvantage groups.

#### **COMMENSURATE STATEMENT:**

At times the post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area where possible.

#### **ADHERENCE TO EMPLOYEE HANDBOOK, POLICIES AND PROCEDURES:**

NEBDN is an ever-growing organisation and in some areas data collection of, suppliers, and staff members are an essential part of the business.

All employees have an obligation to read, understand and then sign policies and procedures, and by doing so is an acknowledgement their having read them and understood them, especially those that are pertinent to this role.

Print Name: (Employee)	Print Name: (Line Manager)
Signature:	Signature:
Date:	Date: