



JOB DESCRIPTION

ROLE TITLE: Internal Quality Auditor

NEBDN – National Examining Board for Dental Nurses

Our Mission.

‘To provide lifelong career development for Dental Nurses.’

Our Vision & Values

‘To be the leading awarding organisation dedicated to Dental Nursing and course development, empowering excellence in education’.

We pride ourselves on being:

- FAIR
- PROFESSIONAL
- COLLABORATIVE
- INNOVATIVE
- INCLUSIVE

Job Title:	Internal Quality Auditor
Accountable To:	Internal Quality Manager
Accountable For:	N/A
Location:	Hybrid working structure or Remote (depending on location)

Purpose

The Internal Quality Auditor will provide support within the NEBDN team on evaluation, auditing and improvement of all internal processes. Reporting to the Internal Quality Manager, they will work effectively to schedule and conduct audits across all departments, ensure compliance with internal policies and external regulatory requirements, identify areas for improvement and operational risk factors and provide actionable recommendations to enhance operational efficiency and financial accuracy. They will support a culture of quality assurance and continuous quality improvement across the organisation.

Key Accountabilities

Quality Assurance

1. Utilise professional knowledge, skills, and experience to advise and support the planning, preparation, evaluation of evidence and justification of internal adherence with NEBDN policies and procedures. Where possible, areas of improvement will also be identified to support best practice developments within NEBDN.
2. Support the NEBDN team to ensure ongoing compliance against the requirements of regulatory bodies such as: Ofqual, CCEA, GDC and ICO.



3. Support activities to ensure risk-based approach to internal quality assurance across all NEBDN's activities.
4. Undertake internal quality checks, reviews, and interviews across departments, ensuring that all teams are meeting internal quality standards and legal requirements by implementing policies and procedures.
6. Utilise internal audit processes to identify continuous improvement opportunities, as well as implement risk mitigations and corrective and preventative actions.
7. Based on audit outcomes, assign relevant actions and monitor action plans to ensure timely completion of all actions identified.
8. Support internal investigations, route cause analysis and mitigations for any internal issues and incidents identified.
9. Collaborate with other departments to evaluate NEBDNs processes and recommend efficiencies.
10. Ensure efficient reporting, actions planning, and resolution and escalation of issues to the Internal Quality Manager as required.
11. Collect and present data to the Internal Quality Manager against a set of Key Performance Indicators (KPI) which demonstrate the completion of the internal audit function and highlights best practice.
12. Support in the co-ordination and response to unplanned internal quality assurance requests.
13. Assist the wider NEBDN team with any appropriate duties as reasonably required.
14. Support the development and implementation of internal quality management framework as well as external audits and regulatory inspections.

Key Responsibilities

1. Work collaboratively with the Internal Quality Manager and the wider NEBDN team to effectively plan and complete internal audits and quality related activities.
2. Advocate a culture of quality assurance ensuring that appropriate guidance is provided to the NEBDN team.
3. Using initiative effectively review policies, processes, and procedures so that there is a consistent and well documented approach across all departmental and cross departmental activities allowing clear auditing processes.
4. Encourage a positive organisational culture, embodying the organisational values and ensure support within the team to provide the best possible service to the charity's beneficiaries work and reflect the standards required of employees.



5. Support NEBDN to meet its legal health and safety responsibilities and take a proactive approach to managing employee health and well-being, including minimising work-related stress.
6. Ensure the risk management strategy and framework is effectively implemented to protect the organisations' reputation as a provider of quality professional examinations and assessments.

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 always adhered to.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as a positive ambassador for the charity always.
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 Executive Team, Leadership Team, Managers, 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

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT Application/Interview
QUALIFICATIONS:		
Evidence of commitment to own and others' continuing professional development.	E	APP
Internal quality assurance, audit, or any other relevant qualifications	D	APP



Level 3 qualifications in Business Administration or equivalent	D	APP
PROVEN EXPERIENCE:		
Demonstrate 2 years of experience of conducting audit related activities working within a Quality Management Framework	E	APP/INT
Demonstrate an understanding of risk-based approach to quality assurance processes.	E	APP/INT
Experience of supporting internal quality function and service improvement techniques, working across teams to deliver change.	E	APP/INT
Demonstrate an understanding of regulatory requirements for organisations	E	APP/INT
Experience of thorough process analysis including cross-departmental review of company operations and workflows	D	APP/INT
An understanding of the requirements of educational and dental industry regulatory bodies such as Ofqual and GDC.	D	APP/INT
Experience of Quality Assurance within an Awarding Organisation and/or End Point Assessment Organisation.	D	APP/INT
KNOWLEDGE SKILLS & ABILITIES:		
Working knowledge of using quality assurance and quality audit processes and standards	E	APP/INT
Excellent communication skills	E	INT
Excellent organisational skills and ability to prioritise multiple tasks	E	INT
Ability to work accurately with strong attention to detail	E	INT
Ability to prepare robust quality assurance reports in Word, Excel and Power Point to meet deadlines	E	INT
Able to effectively work independently and within a team environment	E	INT
Ability to work under pressure to meet deadlines	E	INT
Ability to identify problems and take a solutions focused approach to problem solving	E	INT
BEHAVIOURS:		
High standards of personal ethics and integrity.	E	INT
Personal qualities of self-awareness and self-management	E	INT
A genuine desire for service excellence and continuous improvement	E	INT
Cooperative and flexible team member	E	INT
OTHER ATTRIBUTES:		
Able to be flexible in hours of work	E	APP/INT
Empathy with NEBDN's aims and objectives	D	APP/INT
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: