

Job Title: Accreditation and Quality Specialist	
Job Evaluation Number	A468

## JOB DESCRIPTION

<b>Job Title:</b> Accreditation and Quality Specialist	<b>Location:</b> Sulhamstead or Kidlington
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Accreditation Manager (General)	<b>Band level:</b> 3H
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** Coach, develop and assess staff in line with national standards. Support the implementation of Accreditation programmes, including Apprenticeship initiatives and/or Functional Skills (Maths and English).

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes. If the percentages column becomes too difficult to complete (especially for new roles), please feel free to remove the column altogether.

**The key result areas in the role are as follows:**

1. Inspire, coach and develop learners to ensure the needs of the individual, their line manager and the department / Force are met.
2. Assess the performance of learners against the appropriate national standards, including Business Administration and Customer Service and/or Management (level 3) or Functional Skills, in line with awarding body requirements.
3. Support apprentices and other relevant parties (e.g. mentors) who are on apprenticeship programmes, resolving any problems to ensure apprentices are progressing effectively.
4. Design and maintain resources and processes for allocated Accreditation programmes or initiatives, ensuring relevant stakeholders are consulted and kept up to date with any changes.
5. Identify any areas of under-performance and take actions to address, working in conjunction with the line manager and any other relevant stakeholders.
6. Produce and maintain audit records of learners' progress, in line with requirements of the organisation and any relevant awarding bodies.
7. Liaise with line managers and other relevant parties to promote new Accreditation initiatives, including apprenticeships.
8. Support line managers in implementing apprenticeships in their area of responsibility, including the design of job descriptions and appropriate on and off the job learning programmes, to meet the needs of apprentices, the department, and Government apprenticeship regulations.

**Additional Comments:** The above allocation of time will vary for an apprentice within this role as they will be expected to spend 20% of their time undertaking development, including time spent completing the Learning and Development apprenticeship.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

<b>Further Comments:</b>
Management of own work schedule to include coaching and assessing a case-load of learners who will be at a variety of Force locations. Ensuring cost effective use of own time and resources.
Deciding if learners are competent, against the national standards, and providing this feedback to learners and line managers (and as appropriate any other relevant stakeholders).
Implementing of a variety of assessment strategies, dependent on the national standard being assessed. Translating this information so that stakeholders who are not familiar with terminology or processes can understand.
Influencing line managers and other relevant stakeholders to understand the benefits of new initiatives, e.g. apprenticeships.
<b>Accreditation and Quality Specialist (Police Staff):</b> The 'Police Staff' role holder will coach, develop and assess staff in occupations relating to Customer Service, Business Administration and Management
<b>Accreditation and Quality Specialist (Functional Skills):</b> The 'Functional Skills' role holder will coach, develop and assess staff in Functional Skills English and Maths, Customer Service and Business Administration

#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

#### **Fully competent for role**

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. An Assessors Award and/or proven experience of assessing a wide variety of individuals who are at differing levels of ability and experience.	E
2. <b>Accreditation and Quality Specialist (Police Staff):</b> Current occupational competence to assess Management level 3, Administration levels 2 and 3 and Customer Service levels 2 and 3.  OR (Dependent on role)  <b>Accreditation and Quality Specialist (Functional Skills):</b> Current occupational competence to assess Maths and English Level 2, Administration levels 2 and 3, and Customer Service levels 2 and 3.	E
3. <b>Accreditation and Quality Specialist (Police Staff):</b> Proven or relevant experience as a coach.  OR (Dependent on role)  <b>Accreditation and Quality Specialist (Functional Skills):</b> Proven or relevant experience as a coach in English and Maths Level 2	E
4. Proven or relevant experience of constructively addressing under-performance of staff member(s).	E

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5. Proven or relevant experience of delivering learning opportunities to groups and individuals.	E
6. Strong problem solving and decision making skills.	E
7. Interpersonal skills, including the proven ability to influence others and manage challenging situations successfully.	E
8. Proven experience of maintaining records to meet requirements of regulatory bodies.	E
9. Internal Quality Assurance award.	D
10. Level 5 in Coaching and Mentoring.	D

### **Apprentice**

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. An Assessors Award and/or proven experience of assessing a wide variety of individuals who are at differing levels of ability and experience.	E
2. <b><u>Accreditation and Quality Specialist (Police Staff):</u></b> Current occupational competence to assess Management level 3, Administration levels 2 and 3 and Customer Service levels 2 and 3.  OR (Dependent on role)  <b><u>Accreditation and Quality Specialist (Functional Skills):</u></b> Current occupational competence to assess Maths and English Level 2, Administration levels 2 and 3, and Customer Service levels 2 and 3.	E
3. <b><u>Accreditation and Quality Specialist (Police Staff):</u></b> The ability to coach others.  OR (Dependent on role)  <b><u>Accreditation and Quality Specialist (Functional Skills):</u></b> The ability to coach others in English and Maths Level 2	E
4. Experience of constructively addressing under-performance of staff member(s).	E
5. The ability to provide learning opportunities to groups and individuals.	E
6. Strong problem solving and decision making skills.	E
7. Interpersonal skills, including the proven ability to influence others and manage challenging situations successfully.	E
8. The ability to maintain records to meet requirements of regulatory bodies.	E