



Role Profile

Job title:	Senior Quality Consultant	Department:	Quality and Standards
Grade:	E	Reports to:	Assurance Manager
Location:	Mobile	Budget responsibility (optional):	
Mobility options	D	Flexible working possible	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies.

Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

- To provide support to CITB approved centres delivering products and services through assessment, training and testing;
- To deliver a customer centric approach to quality assurance as defined by CITB quality assurance strategy;
- To promote and share good practice in the assessment and testing process that standardises the consistency of CITB product delivery that meets the requirements as detailed by the relevant regulators and schemes;
- To identify fraud and malpractice in product delivery including levy returns and levy returns and grant claims.

Key responsibilities and accountabilities (circa 5-7):

- To ensure that assessment, training, testing and verification meets the national standards by;
1. Assist in the identification of high risk centres and employers and apply strategies to reduce the risk of fraud for products;
 2. Carrying out all types of visits to centres and employers including approvals for new centres as well as adding additional scheme approvals, investigations, site surveys, verification visits as required for the scheme;
 3. Take appropriate action when issues are identified with product delivery;
 4. Carrying out all types of visits to centres including approvals for new centres as well as adding additional scheme approvals, investigations, site surveys as required for the scheme;
 5. Sampling of assessment, training, testing and verification decisions that give confidence in the centres product delivery by following the CITB quality assurance strategy.
 6. Checking all assessor, trainer, tester and verifier applications during centre visits
 7. Communicating feedback appropriately to centres that contribute to a robust quality assurance programme and recommending the level of action for non-compliant centres
 8. Managing a caseload of centres to ensure regular visits are conducted that meet the regulatory and scheme requirements;
 9. Developing and delivering customer training events relating to quality assurance;
 10. Visit employers to assist with the accurate completion of Levy returns and offer advice to customers on actions that must be taken in the event of errors found;
 11. To provide support for the appeal process for products and levy grant appeals as necessary.



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- 12. Produce clear written reports in plain English for customers and employers with clear guidance and feedback for CITB products including levy and grant ;
- 13. Actively share good and poor practice during standardisation team meetings with colleagues
- 14. Contribute to the regular maintenance of the ISO process' identifying innovative solutions to improve current practices

People Leadership / Team Leadership – where the role has direct or matrix reports.

- No direct reports

Key contacts and relationships:

Internal:

- Effectively work with the approvals team to ensure timely visits to customers as required
- Share business influences with appropriate teams to ensure CITB achieves its objectives

External:

- Effectively work with Managers and Peers to ensure a standardised approach for the delivery of CITB Products and verification of Levy and Grant
- Manage a case load of customers and employers to provide quality assurance and verification services
- Effectively influence and negotiate with customers and employers to obtain buy in to suggested/mandatory actions required to maintain compliance
- Providing support to customers to enable them to improve the quality of their product delivery and comply with CITB Levy and Grant requirements
- Developing working relationships with customers and employers that allow a transparent approach to quality and verification that promote a partnership approach.
- Actively build relationships with customers and employers through a supportive approach to quality assurance and verification

Knowledge and Experience

Essential

- Educated to GCSE standard A-C in at least Maths and English
- D32,D33 (A1) Assessor –Essential
- D34 (V1) IV –Essential
- D35 (V2) EV –Essential (Can be obtained once in post)
- An in depth knowledge and understanding of qualifications frameworks and the principles of assessment to enable full and practical customer support – Essential
- Occupationally expert in the construction and built environment - Essential
- Excellent communication skills
- Ability to work unsupervised and on own initiative



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- Ability to manage conflict in difficult situations
- Full UK Driving License

Desirable

- Education to A level standard (or equivalent)
- Recognised trainer qualification –Desirable
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Behavioural competencies:

- Works collaboratively (L2)
- Driving for results (L2)
- Working with courage and integrity (L3)
- Communicating with impact (L2)
- Customer focus (L2)
- Effective decision-making (L2)
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Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- The post may require some working of non-standard hours as workload dictates
- Carry out additional duties as shall from time to time be required the role is mobile and will require extensive travel around the area to carry out visits to customers.
- The role has extensive travel and there will be a requirement to spend frequent overnights away from home

Version Control:

Version	Date	Author	Change
0.1			
0.2			

Version Control System

When creating this document or making any amendments to an existing document please: indicate the version of the document in the table above along with the date and a brief outline of the change(s) made. Please follow the control system examples below to ensure consistency and continuity.

Version 0.1 ——— Draft version.

Version 0.2 ——— (etc.) Update to draft version.

Version 1.0 ——— First finalised version. At this stage the document is ready to be 'issued' for Job Evaluation — but has not been evaluated

Version 1.1 ——— (etc.) Subsequent amendments to the first 'issued' version prior to evaluation.



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- Version 1.1(E) — The 'E' indicates that the role has been evaluated through the Job Evaluation process and a Grade has been agreed. This is now a 'live' version.
- Version 2.0(E) — Indicated a major revamp that does not affect the role's Grade. For example where the role content is reviewed after a period of time.
- Version 2.0(N) — Indicated a major revamp that is expected to affect the role's Grade and re-evaluation is required.
- Version 2.1(E) — Indicates that the role has been evaluated through the Job Evaluation process and a Grade has been agreed. This is now a new 'live' version.