



Lead IQA - Professional Services

Contract term: Permanent

Hours: Full-time, 37 Hours over 5 days (Mon-Fri)

Location: ALS Head Office, Ocean Park House, Cardiff.

Salary: Grade 8 £33,685 rising to £34,427 per annum (Plus £1000 uplift for Lead IQA role)

Please note: New starters are normally appointed at the beginning of the salary scale.

Summary of position:

You will lead the internal quality assurance (IQA) of CIPD, Project Management and Management programmes, ensuring high standards in teaching, learning and assessment across the Professional Services route. You will support and guide delivery teams, drive consistency in practice, and ensure all provision meets awarding organisation, Welsh Government, Estyn and ALS requirements.

The role requires working with respect, openness and integrity, building strong, professional relationships with colleagues, learners and employers, and promoting a culture of quality, collaboration and continuous improvement.

You will take a proactive and empowering approach, supporting staff to develop their practice, standardising delivery, and using quality assurance processes to identify strengths and areas for improvement. Daily activity includes carrying out IQA, leading standardisation, supporting audits, monitoring learner progress and achievement, and ensuring all systems and processes are compliant and effective.

This role is Homebased reporting to the Route Manager. The post holder will be expected to demonstrate clarity in decision-making, innovation in improving quality, and consistently model ACT's Behaviour Framework in all aspects of their work.

What you are responsible for:

- Carry out Internal Quality Assurance (IQA) activities in line with awarding organisation requirements and internal policies and procedures.
- Provide leadership, guidance, and support to delivery teams across CIPD, Project Management, and Management programmes, ensuring high-quality teaching, learning, and assessment.
- Support delivery teams to achieve learner outcomes in line with internal processes, IQA requirements, and external standards, with a particular focus on Project Management provision.
- Lead and contribute to standardisation activities, quality audits, and continuous improvement initiatives to maintain consistency and best practice.
- Communicate and liaise effectively with internal and external stakeholders to build and maintain positive, professional relationships with learners, clients, and partners.
- Represent ALS professionally, promoting services and supporting learner recruitment in collaboration with the sales team to meet business targets.
- Complete assessment, verification, and all associated administrative tasks accurately and within required timescales, ensuring compliance with internal systems and procedures.
- Ensure timely and accurate completion of health and safety documentation and respond promptly to audit requests (internal and external).
- Manage and resolve complaints from learners or clients in a professional and effective manner.

- Adhere to all relevant legislation and organisational requirements, including Equality and Diversity, Health & Safety, and ESDGC.
- To promote safety, wellbeing, and inclusion, ensuring all work is carried out in a way that safeguards learners, staff, and the wider network, supports a respectful and positive environment, and aligns with company policies and relevant legislation.
- To adhere to and promote ACT's environmental and sustainability practices.
- Responsible for adhering to all GDPR (General Data Protection Regulations) legislation in respect of all learners, clients and colleagues.
- Any other duties as requested by your manager, which may be necessary from time to time.
- To undertake duties in full accordance with company policies and procedures.

Personal Qualities

- Demonstrates respect, integrity, and professionalism, maintaining confidentiality and positive relationships with colleagues and customers.
- Communicates clearly and effectively, producing high-quality written and verbal work.
- Is self-motivated, organised, and proactive, managing workload, meeting deadlines, and taking initiative.
- Pursues continuous development and improvement, keeping up to date with company services, attending training, and reflecting on personal skills to support both individual and organisational growth.
- Embraces collaboration, innovation, and empowerment, working effectively as part of a team while encouraging and motivating others.

Person Specification

Essential Criteria		Assessment method
Experience	<ul style="list-style-type: none"> Experienced Internal Quality Assurer Good technical understanding of Project Management and working knowledge of the processes, techniques and procedures that are used in Project Management 	Application/Interview
Qualifications & Knowledge	<ul style="list-style-type: none"> Assessing Qualifications TAQA or equivalent IQA Qualification 	Application/ Certificate verification
Behaviour Framework	<p>Demonstrate ALS' Behaviour Framework:</p> <ul style="list-style-type: none"> Respect Openness & Honesty Innovation & Creativity Motivation & Empowerment Clarity 	Interview
Skills & Attributes	<ul style="list-style-type: none"> Creative & passionate for training/learning Ability to develop others Proven track record of meeting targets Excellent IT Skills with programs such as Microsoft Office, Word and Excel Team Player with ability to work on own initiative Willingness to undertake personal & professional development in relation to your role and business needs 	Interview
Personal Qualities	<ul style="list-style-type: none"> To uphold ALS Values Someone who displays initiative Self-organised & motivated Someone who understands the need to build a good rapport with learner and employer 	Interview

	<ul style="list-style-type: none">• Willingness and ability to be flexible and go above and beyond as and when needed	
Other	<ul style="list-style-type: none">• Valid UK Driving Licence and access to a vehicle	Interview