

	Job description: Quality Assurance Operations Assistant
Reporting to:	CASS Operations Manager (COM)
Responsible for:	N/A
Team:	Quality Assurance
External contacts:	External Verifiers External contractors for CASS work Centre tutors, managers, staff CASS event contacts Independent Verifiers
Purpose:	Support the Quality Assurance team to ensure CPCAB maintains the integrity and regulatory compliance of its internal assessment processes. Provide comprehensive administrative support across all elements of the Centre Assessment Standards Scrutiny (CASS) strategy to support in the delivery of a reliable, efficient, and high-quality service to centres and tutors.

Responsibilities:	
	EV and IdV operational coordination • Support agreed External Verification (EV) and Independent Verification (IDV) allocations and schedules within approved parameters, referring any issues, exceptions, or decisions outside agreed parameters to the CASS Operations Manager. • Maintain central trackers for visits, reports, actions, contracts and deadlines. Chase outstanding information and escalate delays or risks. • Administer reports from receipt to release, completing agreed checks within established procedures and escalating any issues or matters requiring technical or regulatory judgement to the CASS Operations Manager. Standardisation and compliance administration • Support standardisation administration, including bookings, online and in-person facilitation, attendance records and financial administration. • Monitor requirements and timescales, escalating potential non-compliance or unmet minimum requirements. Records, systems and financial administration • Maintain accurate, audit-ready CASS records in line with confidentiality, data protection and document-control requirements. • Process contractor, contract, payment and cost information and liaise with internal teams to resolve routine issues, escalating any issues outside established procedures to the CASS Operations Manager. • Maintain portal, IT and website records and support approved system and procedure improvements. Communication, reporting and improvement • Respond to routine EV, IdV, centre and tutor enquiries and escalate technical, sensitive or higher-risk matters. • Collate feedback, data and evidence for reports, audits and service improvement. • Work across teams and undertake directly relevant administration and meetings needed to maintain CASS operations.

Contingency	CASS Operations Manager Quality Assurance CQP Quality Assurance Manager
To meet the needs of the business, this job description may be updated or amended, and the individual working in this role will be required to complete all reasonable duties as would be expected with this type of role, as directed by a manager.	

Person Specification

Criteria	Essential	Desirable
Experience of supporting a complex, deadline-driven administrative workflow	✓	
Ability to prioritise competing tasks, maintain oversight and escalate risks promptly	✓	
Excellent administrative and organisational skills, with a high level of accuracy and attention to detail	✓	
Strong IT skills, including maintaining shared trackers, records and collaborative documents	✓	
Ability to communicate clearly and professionally with internal colleagues, centres and external contractors	✓	
Ability to work independently, follow agreed procedures and exercise sound judgement about when to escalate	✓	
Ability to maintain confidential, complete and audit-ready records	✓	
Ability to work collaboratively across teams and contribute to service improvement	✓	
Experience of coordinating events, meetings or online activities		✓
Experience of processing contracts, payments or monitoring costs		✓
Experience in an awarding organisation, education, quality assurance or another regulated environment		✓

Your job description has been mapped to the [General Conditions of Recognition](#) of CPCAB's regulators. Your line manager will discuss your responsibilities in relation to this section following your initial training.

A4, A7, A8, B3, B4, B6, B7, C2, G4, H1, H2, H5, H6, I4