



## Quality Manager

### Are you:

- A quality minded individual, with proven experience in process management?
- Someone who has proven experience in managing or contributing to quality assurance or quality controls processes?
- An analytical thinker, with the ability to analyse data and develop and implement solutions from data?
- A skilled communicator, who provides an excellent service both internally and externally?
- A strong team-player with the ability to prioritise workload in a dynamic, fast-paced environment?
- Well organised, with exceptional attention to detail, and able to organise your time and work effectively to tight deadlines?
- A holder of a bachelor's degree or higher?

### Would you like to:

- Forge a career in a dynamic, progressive organisation by providing expert advice on international qualifications and skills?
- Contribute positively to the understanding, development, and quality improvement of international qualifications?
- Develop a team to deliver excellent services to our customers?

...then we would like to hear from you.

### Who we are and what we do:

Ecctis delivers a wide range of services, products and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities and colleges, awarding bodies and government ministries. ISG (Individual Services Group) supports individuals who wish to have their overseas qualifications assessed for purposes such as work, immigration and further study in the UK.

The work is varied and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

### The role:

As the Quality Manager within the ISG team, you will be responsible for overseeing quality assurance and quality controls processes for the department. You will be managing the reassessments and appeals process and contributing to group training and strategy with regards to quality assurance. The role will be responsible for line management of colleagues within ISG, you will directly manage your line reports with enthusiasm and care – ensuring performance management, mentoring, absence management are all managed effectively. You will be confident in producing regular, detailed reports to senior leaders, with corresponding analysis and suggestions for further action considering the analysis undertaken.



The role will focus on quality control, regularly reviewing the processes, and suggesting and implementing change to improve them. You will oversee the spot-checking processes and contribute to the continuous improvement and updating of team documentation such as team manuals, guidance policies, and relevant quality documentation. You will manage the reassessments and complaints process, with the ability to identify and analyse trends in the reassessment requests and consider its associated impacts. You will be comfortable with conducting root cause analysis to quality issues and suggesting effective solutions from said analysis.

The ideal candidate will be self-driven and independent, with the ability to prioritise their workload and projects with strategic aims of the department and organisation. You will be creative in finding solutions in relation to the quality controls and assurances processes within the organisation, with the ability to use data and reporting to identify areas to improve. You will be enthusiastic about quality and its importance, and passionate about leading and managing a team to success.

**Office location:** Cheltenham, Gloucestershire  
**Salary:** £32,000 per annum  
**Working Hours:** Monday to Friday, 37.5 hours/week, 8:30am to 5:00pm with a 1 hour unpaid lunch break

**Benefits:**

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health Care Scheme with employee contribution
- Enhanced maternity pay with years of service.
- Employee Assistance Programme
- Annual discretionary performance-related bonus scheme (Pro-rata for part-time employees)
- Cycle to Work Scheme
- Swapping of 3 bank holidays (Good Friday, Early May Bank Holiday, August Bank Holiday) to be taken on a cultural or religious date of significance
- A dedicated 'Employee Engagement and Development Committee' (EEDC) dedicated to providing training and development opportunities to our employees
- Extra day of annual leave with 5 years' service (pro-rata for part-time workers)
- Employee Ownership Trust:
  - As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
  - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
  - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

**Please note:** All applicants must hold a current permit or visa showing their right to work in the UK.

**To apply:** Please email your CV and covering letter to [recruitment@ecctis.com](mailto:recruitment@ecctis.com)