



Imperial Society of Teachers of Dancing

Job Profile - Quality Assurance Officer

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

We are looking for a Quality Assurance Officer to provide a wide range of quality assurance services in support of ISTD teaching and dance qualifications.

The focus of the role is working within a team to manage the processing of the results and issuing certificates, and support the Centre approval processes and assessment activities for ISTD teaching qualifications. The role will also involve communicating on a regular basis with Examiners / Assessors / Moderators, Members and Approved Dance Centres to provide support, guidance and help using the ISTD online exam management systems.

This role will report directly to the Quality Assurance Manager.

Key Responsibilities:

The Quality Assurance Officer will be responsible for the following areas:

- Manage the processing of examinations results and issuing certificates, in particular checking and releasing results electronically, detecting any errors on the databases, and preparing files for submission to the printing and medals/awards providers to be dispatched within defined timescales.
- Manage the online exam management systems during Learner Registration and Assessment Windows for ISTD teaching qualifications, including processing the learner registrations/Intent to Enter applications within defined timescales, and providing support and guidance to Approved Dance Centres.



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- Work with Quality Assurance Manager on assessment activities for ISTD teaching qualifications, including allocation of Assessors/Moderators, monitoring the marking and moderation processes, supporting the Assessment Board meetings and processing of related payments.
- Ensure applications for prospective and current Approved Dance Centres are thoroughly vetted and documented as part of the Centre Approval process in line with ISTD and regulatory requirements, providing support and guidance to Approved Dance Centres.
- Work with Quality Assurance Manager on the monitoring of systems and processes to ensure the maintenance of quality and standards, such as review of qualification performance, quality of marking/moderation and monitoring of Examiners/Assessors/Moderators.
- Manage the quality assurance processes in line with the ISTD procedures, including examiner upgrades, Reasonable Adjustments, Special Considerations and Enquiries About Results, ensuring that any issues or difficulties arising are dealt with efficiently and tactfully.
- Ensure that the department databases, archives and other records are maintained efficiently and accurately, and provide and/or report on data as required.
- Provide excellent customer focused service by responding to queries (whether internal or external) relating to administration, errors, and those relating to results, liaising with colleagues, Examiners/Assessors, Members and Approved Dance Centres as necessary to reach resolution.
- Work effectively as part of a team, supporting Quality Assurance team colleagues to ensure the timescales are achieved effectively in relation to all quality assurance work.
- Work flexibly, collaborate with and provide support to other operational areas/colleagues as required and carry out any other reasonable duties as required by the Head of Department or Executive Management.

Person Specification

To take up the role of Quality Assurance Officer, the individual will need to be engaged and motivated in the work and mission of the Society.

The Quality Assurance Officer must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- A wholehearted commitment to the mission of the Society.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.
- A willingness to contribute ideas, thoughts, comments.
- Excellent verbal and written communications skills in English.
- Proven experience of developing and managing complex procedures in a fast paced, high volume office environment.
- Commitment to a high standard of customer service, with excellent interpersonal skills and confidence in dealing with enquires from internal and external contacts.



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- Excellent organisational skills, coupled with the ability to multi-task, prioritise, remain calm under pressure, and see tasks through to completion whilst demonstrating accuracy and strict attention to detail. Critical thinking and good analytical problem solving skills to support effective decision making.
- Excellent team player, working flexibly and with others to meet the needs of Members, Approved Dance Centres, customers and the organisation.
- Sound IT skills with good working knowledge of Microsoft Office, aptitude towards online management systems.
- Attitude of personal responsibility and accountability and a flexible, 'can-do' attitude towards the workplace
- Ability to maintain confidentiality and GDPR data protection legislation requirements.
- Experience of working with and/or a willingness and capacity to learn, a range of current online tools to support the role eg. *Microsoft Teams, Zoom* and other online systems.

Advantage

- Experience of working within an examination board, awarding body or dance/arts environment.
- Knowledge of the regulatory requirements of the UK and International qualification regulators.

Working Hours

This is a full-time role, working 35 hours a week, from Monday to Friday from 9am to 5pm, with a one hour lunch break.

Additional Information

- This role will be offered on a Hybrid work basis (2 days worked in the office and the remainder of the week can be worked remotely). When working remotely, the postholder will be required to work from home in an environment with a high-speed broadband.
- The office remains open from Monday to Friday and is available for those who would prefer to work in the office environment or have difficulties working remotely.
- Hybrid working will be reviewed on an ongoing basis and employees may need to revert to homeworking, in line with any new government advice.

Remuneration

The annual salary for this position will be a Grade B – Officers / Coordinators, (which ranges from £25,049 to £29,404 per annum), depending on experience.

Additional Benefits

- **Flexibility;** this role can be worked on a Hybrid basis, (2 days in the office and the remainder can be worked from home). On days working in the office, employees have the option to



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adjust their start/finish time to avoid busy commuting times. More information is available in the ISTD Hybrid Work Policy.

- **25 days paid holiday** each year (plus the 8 public/bank holidays). In addition, 4 days between Christmas and New Year when our office building is closed; 37 paid days in total.
- **Season ticket loan** available.
- **Employer Pension Contribution** matched up to 8%. You will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).
- **Employee Assistance Programme**, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.
- **Virtual GP Service**, complimentary 24/7 unlimited access any day of the year. Book appointments, arrange private prescriptions and fit notes anywhere in the world. Second Medical Opinion available – for greater peace of mind. Also covers Dependents.
- **Funeral Concierge Service**, includes easy-to-use will writing tool. When help is needed, the 24/7 Advisors are one phone call away, ready to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.

ISTD provides employees with **Life Insurance** benefit provided by MetLife. MetLife provides a death in service benefit, based on a multiple of three times your annual salary, bereavement and probate service to the family. This benefit is available to all employees after they have passed their probation and are below the age of 70 years.

Training

The Quality Assurance Officer will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email:

hr@istd.org

Method of Application

To apply as a Quality Assurance Officer please send a letter of application and CV to hr@istd.org
The letter of application should summarise what you are able to bring to the role and how you meet



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the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity). The closing date for applications is **Monday 30 October at 9.00am.**