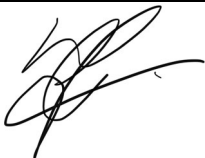


ROLE PROFILE

Role:	Remote Provider Compliance Auditor
Reports To:	Senior Provider Compliance Manager
Location:	Home based
Role Profile dated:	September 2025
Signed as approved and correct by line director:	 Chris Mann

This role profile consists of two sections:

1. The **Job specification** sets out the purpose, business outcomes and key responsibilities.
2. The **Person specification** sets out the qualifications, experience and behaviour expectations.

Job Specification

Role Purpose:

To carry out and record the results of remote provider compliance and drop in observation audits of GB and International licensed providers, ensure all non-compliances that result are followed up and closed out. Additionally, to provide guidance and advice on audits to the licensed provider network and administrative support to the PCM team.

Business Outcomes:

To be successful in the Remote Compliance Auditor role the incumbent will:

1. Plan remote compliance and drop in observation audits of live streamed ECITB products and services provider deliveries to meet the requirements of the audit strategy.
2. Ensure all licensed providers are supported, providing helpful guidance and training in relevant ECITB systems and processes.
3. Ensure all compliance audits are remotely completed as planned including remote drop-ins.
4. Check and maintain all necessary audit tracking documentation and systems.
5. Support the SPCM in arranging meetings, standardisation events, and minute taking to ensure there are accurate records and actions from meetings.

6. Undertake remote supportive visits with allocated training providers
7. Support the PCM Team and licensed provider network in administration tasks as and when required.

Key Responsibilities and Accountabilities:

- To plan, schedule and carry out remote compliance and drop in observation audits in accordance with PCM processes and product SOPs.
- Ensure that compliance and drop in observation audits and the reports are tracked, fully documented and the recording processes are maintained and updated.
- Engage with Provider Compliance Managers to plan the most efficient international face-to-face observational audits, including knowledge shares.
- Ensure that Requires Improvement Plans (RIPs) & Corrective Action Plans (CAPs) are closed out in the required 28-day timeframe.
- Monitor and follow up PCM team RIPs and CAPs with the PCM team to ensure timely closure.
- Present audit, RIP and CAP progress at PCM team meetings.
- Liaise with the Provider Approvals Manager to ensure seamless transition into the audit process for new licensed providers.
- Advise new providers of the ECITB audit compliance requirements, supporting them in the use of ECITB systems and processes to meet these requirements and complete handover to their assigned Provider Compliance Manager.
- Respond and deal with all internal and external enquiries relating to audits in a professional and timely manner.
- Provide support and training to the provider network where necessary.
- Carry out team administrative responsibilities on behalf of the SPCM including maintaining a log of fraud investigation activities, minute taking, planning and organising standardisation events, meetings and general PCM supporting administration.

Role Parameters:

- Full-time, home based.
- Some travel may be required, there is flexibility in this, to be agreed with Line Manager.

Person Specification

Experience & Qualifications

The ECITB values a wide range of experiences and qualifications i.e. 12 months of related experience, training, or a combination of education and practical experience.

1. Quality assurance qualification at Level 3, or experience in a quality/ audit role
2. Excellent work organisation skills, ability to prioritise, plan, and meet deadlines.
3. Skilled in working collaboratively (internal and external) to meet quality outcomes
4. Professional and transparent communication style – able to deliver feedback and recommendations with clarity
5. Proficient in the Microsoft 365 suite of products including SharePoint.
6. Able to approach problems in a logical and systematic way, with flexibility to adapt to different working styles or support needs if required.

Desirable:

7. Teaching experience and qualifications
8. Experience of compliance and auditing to operational standards.

Core Competences

These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.

1. Business Acumen

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

2. Delivering quality results

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

3. Customer Focus

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

4. Planning & Organising

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time

frames for completion and monitor's progress. Can effectively manage own time and where required, the time of others.

5. Teamwork and Collaboration

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

6. Problem Solving

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

7. Leadership, taking responsibility.

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help, and offering to take initiative to get things done. Setting a good standard for others to follow.

Understanding the organisation's culture and people so that taking initiative is effective i.e. without stepping on toes. Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

8. Communication Skills

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

9. Professional behaviour

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

10. Delivering continuous improvement / adapting to change

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.