# ROLE PROFILE

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| Role: | **Programme Assurance Officer** |
| Job Level: | **5** |
| Reports To: | Learning Programme Quality Lead |
| Role Profile dated | July 2026 |

***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 provide robust quality assurance of the delivery, standards and continuous improvement of ECITB programmes, products and licensed services across the approved provider network.

**Business Outcomes:**

To be successful in this role the post holder must:

- Ensure UK and international providers, where required, deliver ECITB licensed products, services and programmes to the required quality standards and in line with relevant assurance criteria.
- Assure the quality of ECITB UK and international licensed provision, including delivery, facilities, resources and learner experience, ensuring consistency with ECITB standards and expectations.
- Promote ECITB products, services and programmes, identifying appropriate opportunities for growth and increased engagement with existing and prospective providers.

**Key Responsibilities:**

- Deliver on-going provider quality assurance and support for all ECITB licensed products, services and programmes, in accordance with the relevant standards, guidance and assurance requirements.
- Support and embed a culture of continuous improvement across the provider network, using evidence, feedback and assurance activity to strengthen quality of delivery. Work collaboratively with the Learning Programmes and Assurance Team to support consistency and standardisation across the UK and international provider network.
- Support the Learning Programme Quality Lead in reviewing, improving and implementing ECITB and provider quality assurance processes.
- Work closely with internal teams and departments to support the effective assurance and enhancement of ECITB licensed training provision.
- Gather intelligence, feedback and evidence from provider engagement to inform improvement activity and identify opportunities to increase the effective use of ECITB products and services.
- Identify, record and report any concerns, suspicions of malpractice and/or potential fraudulent activity in accordance with ECITB procedures.

- Undertake any other duties and responsibilities that may reasonably be required in line with the nature and level of the role.

**Role Parameters:**

- The role has no direct line management responsibility; however, the post holder may be required to mentor, support and train new members of the team as required.
- The post holders will be required to travel extensively, within the UK and, where directed, may be required to travel internationally to meet business needs.
- The role is home-based in the UK and will require regular overnight stays away from home, Multiple consecutive nights away should be expected

## Person Specification

**Experience & Qualifications**

- Minimum Level 2 qualification in Maths and English.
- Level 3 or above recognised teaching qualification.
- Level 3 or above in an Engineering or Health and Safety related qualification (Desirable)
- Knowledge and understanding of quality assurance and continuous improvement processes.
- Current experience of learning and teaching observation, including the identification and promotion of good practice.
- Knowledge of training, assessment and assurance practice within a regulated or compliance-led environment.
- Proven experience of developing and maintaining effective professional relationships with internal and external stakeholders. Strong organisational skills, with the ability to manage time effectively and prioritise workflow demands
- Ability to work independently, make sound judgements and operate effectively without direct supervision.
- Ability to manage challenges and pressure in a calm, professional and constructive manner.
- Customer-focused approach, with commercial awareness and an understanding of stakeholder needs.
- Ability to make sound, evidence-based decisions and communicate clearly.
- Ability to work to deadlines and deliver high-quality outcomes.
- Flexible and adaptable approach, with the ability to respond effectively to changing priorities.