



Quality Officer

Recruitment pack: December 2025

About the role

ASDAN is seeking a new Quality Officer, supporting the quality assurance and control systems of all ASDAN programmes and qualifications, ensuring we meet regulatory requirements.

Reporting to the Quality Manager, the successful candidate will assist with the development and management of the quality assurance and internal control systems required for centre approvals, product approvals, external quality assurance (EQA) activities and centre assessment planning, and will support the quality assurance review of all active centres in membership.

This role is being offered as a full time, hybrid working role, with the opportunity to work partly from home and partly from our office in St George, Bristol.



About the role

About us

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower learners with diverse needs.

Our goal is to engage learners through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of learners with diverse needs.

We believe that learners should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

For further information about ASDAN, please visit our website: asdan.org.uk

For more information about the role:

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📷 **Below:** ASDAN staff working collaboratively at one of our twice-yearly learning day events



Conditions and how to apply

Contract	Permanent
Salary	Circa £30,000 per annum
Hours of work	Full time: 37.5 hours, 5 days per week
Pension	Scottish Widows. Post-holder has option of two levels of contribution: <ul style="list-style-type: none">• employee 3% employer 6%• employee 6% employer 9%
Leave entitlement	Starting at 27 days per annum, rising an additional day per year to maximum 32 days, in addition to statutory bank holidays.
Location	This is a hybrid role, working partly from home and partly from our main office in St George, Bristol.

How to apply

To apply for this position, please visit the vacancies section of the ASDAN website asdan.org.uk/vacancies where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form. Only applications made using the application form will be considered.

Within your application form, please include a clear outline of why you feel you would be suitable for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please email your applications to personnel@asdan.org.uk

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates

- applications close: COP Monday 19 January 2026
- interviews: w/c 26 January 2026
- Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

Please contact personnel@asdan.org.uk for an informal conversation about this opportunity.

Role description

Title	Quality Officer
Accountable to	Quality Manager
Liaison with	Quality Administrator, External Quality Assurance (EQA) Team and Centre Support Team

Job purpose

Reporting to the Quality Manager/s, the Quality Officer will assist with the design, development and management of the quality assurance and internal control systems required for centre approvals and all quality assurance activities. This includes onboarding new centres; their ongoing monitoring and any processes related to leaving ASDAN.

Key Responsibilities

- 1 Assist with the design, development, management and delivery of ASDAN quality assurance processes using a risk-based approach
- 2 Support the Quality Manager/s with data submissions to regulators and standardisation events for centres
- 3 Coordinate External Quality Assurer (EQA) and External Moderator (EM) team and contribute to their training, induction and standardisation
- 4 In common with all staff

Key duties

- 1. Assist with the design, development, management and delivery of ASDAN quality assurance processes using a risk-based approach**
 - a Assist and guide centres with onboarding, annual renewal and leaving processes.
 - b Coordinate and monitor all quality assurance processes to ensure Centre Assessment Standards Scrutiny (CASS) compliance requirements are effectively managed in line with ASDAN CASS strategy.
 - c Schedule and assign centres a periodic quality assurance review in line with the CASS strategy.
 - d Support administration of EQA sampling activities, including registration, allocating EQAs, sampling, completion of reports (where applicable) and awarding/certification for ASDAN's programmes and qualifications.
 - e Support the Quality Administrator to undertake administrative tasks in liaison with the Quality Manager/s.
 - f Coordinate and attend centre standardisation events in conjunction with the Curriculum Development and Design Team

Role description

- g Support the maintenance of the incident log by logging and updating incidents and supporting investigations.
- h Monitor Quality inbox, supporting ASDAN centres and External Contractors (EQAs/EMs) with queries via email and telephone, accurately maintaining registration and QA activity records.
- i Provide timely responses to inbound enquiries, ensuring the highest standards of customer care are maintained.

2. Support the Quality Manager/s with data submissions to regulators and standardisation events for centres.

- a Assist with scheduling, preparing and checking regulatory submissions.
- b Source and prepare materials for centre standardisation sessions.
- c Coordinate and attend centre standardisation events in conjunction with the Curriculum Development and Design Team.

3. Coordinate External Quality Assurer (EQA) and External Moderator (EM) team and contribute to their training, induction and standardisation

- d Design, develop and contribute to the delivery of EQA/EM induction, training and standardisation events.
- e Develop and implement annual standardisation events for EM/EQAs overseen by Quality Manager/s.
- f Monitor and log EQA/EM performance providing feedback, support and guidance where necessary.

Role description

4. In common with all staff

- a To support the charitable purposes of ASDAN.
- b To actively work to secure the sustainability and growth of ASDAN.
- c To manage ASDAN's resources effectively and efficiently.
- d To provide the highest standards of customer service to customers of ASDAN.
- e To support collectively leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders.
- f To participate in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post, supporting ASDAN's strategic objectives.
- g To effectively promote the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy.
- h To uphold and promote ASDAN's Equality policy and practices, respect the unique contribution of every individual and to work positively in an environment that promotes equality and diversity.
- i To ensure awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation.
- j To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods.
- k To comply with the requirements of GDPR (General Data Protection Regulation) and follow good practice with regards to the security and confidentiality of information
- l To present an appropriate professional image of ASDAN.

It should be understood that this job description may change as ASDAN develops, following discussion and agreement with the post-holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments.

Person specification

Experience	Essential or desirable
• Experience of working within a quality, compliance, regulatory or audit role.	Essential
• Experience of providing reports and operating with a high attention to detail.	Essential
• Experience of working with education professionals (eg teachers).	Desirable
• Knowledge of quality assurance good practice.	Desirable
• Skilled in using administrative systems to record and extract information.	Essential
• Experience of delivering training.	Desirable
• Experience of developing and reviewing systems for quality assurance.	Desirable

Skills, knowledge and expertise	Essential or desirable
• Good interpersonal and communication skills with a demonstrable positive approach to supporting colleagues.	Essential
• Knowledge and capability using Microsoft Office software including Teams, PowerPoint, Word and Excel.	Essential
• Understanding of the factors that make training delivery effective	Desirable
• Knowledge of the General Conditions of Recognition for awarding organisations.	Desirable
• Knowledge of Centre Assessment Standards Scrutiny (CASS) strategies.	Desirable
• Knowledge of the education and awarding organisation sector.	Desirable

Person specification

Personal qualities expected of all staff

- Ability to demonstrate alignment with ASDAN's mission and values.
- Demonstrable commitment to high standards of customer service.
- Highly professional standards of behaviour at all times.
- Highly motivated and proactive.
- A collaborative team player.
- Calm under pressure and in changing circumstances.
- Flexible, friendly and helpful.



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