

Job title	Quality Assurance Internal Moderator (part-time; 21-28 hours/week)
Location	Prison Fellowship Support Office (London SW1)
Reports to	Operations Manager
Main responsibilities	To maintain and oversee Quality Assurance of Prison Fellowship's <i>Sycamore Tree</i> programme and ensure that prescribed standards are consistently met.

Critical Competences

- Clear written and verbal communicator including being highly competent in giving developmental messages in a way which encourages and supports others;
- Self-motivated and have excellent organisational skills and strong attention to detail;
- Ability to show initiative and flexibility in a fast-changing environment;
- Excellent time management and ability to work to deadlines;
- Good team member, excellent interpersonal skills and ability to relate to people at all levels internally and externally. Understands the value of working with others;
- Aligned with Christian ethos and values of Prison Fellowship;
- Able to promote the Christian mission of the charity.
- Holds or is working towards a relevant level 4 qualification.

Knowledge and skill requirement

- Commitment to accuracy and excellent attention to detail;
- Ability to plan, balance and manage competing priorities to achieve results;
- Experience of working in Quality Assurance, education, or related fields. Ideally qualified as a Verifier / Moderator, with excellent administrative abilities.
- A skilled Microsoft Office user with experience of using databases to record accurate and up to date information).

Working with

- Operations Manager – reporting to the OM to help maintain oversight and development of the *Sycamore Tree* programme.
- Operations Team Administrator – to maintain the administration of *Sycamore Tree*.
- Sycamore Tree Tutors – to ensure quality assurance is achieved in their programme delivery.
- Gateway Qualifications – to maintain the administration and relationship with our educational awarding body.
- Prison Chaplains – to ensure the delivery of the end of course paperwork.
- PF Staff team - to keep up to date with developments in PF's ministry, and to communicate and promote our work effectively to key audiences.

Key Accountabilities

The internal quality assurer has a central role in the operation of the centre's quality system and, together with the Operations Manager, is responsible for the quality of programme material and standard of delivery throughout England and Wales.

- Ensure continued updates of records and results of all *Sycamore Tree* courses.
- Ensure Reports of Achievement or Completion (RACs) are valid, reliable and consistent.
- Monitoring the quality of assessment through sampling of assessment practices and decisions to ensure consistency and fairness.
- Record evidence of learner achievement and ensure it is mapped to the learning outcomes and assessment criteria.
- Identify strengths and weaknesses of the Tutors and Group Facilitators during the audit and report to the Operations Manager (OM).
- Assists the OM in fostering good practice and assessment. Ensuring Tutor / Assessors receive on-going advice and support.
- Support the delivery of training of Sycamore Tree Tutors and Group Facilitators.
- Ensure that all resources and materials for *Sycamore Tree* courses are recorded, prepared and despatched to tutors in a timely and efficient manner, in order to support the smooth running of every *Sycamore Tree* course.
- Contribute to the development of the *Sycamore Tree* programme and resources to ensure that the programme meets its full potential and maintains high standards through regular evaluation of and improvements to the processes.
- Handle all enquiries relating to quality assurance and Gateway Qualifications accreditation from staff and volunteers.
- A minimum of one in-prison site visit per year.

Other

- Assist the operations team with other tasks as required.
- Participate in staff prayer meetings.
- Periodic visits to PF group activities, including prayer meetings and visiting prisons.

Work Basis and Salary

- £27,500 - £29,375 FTE (£22,000 - £23,500 pro rata for 28 hours per week).
- Working flexibly as organisational needs demand.
- Willing and able to work occasional evenings / weekends and travel to support PF volunteer and supporter events across England and Wales.