

Quality Assurance Manager

Based in the City of London and remotely

Salary: c.£30,000pa to £33,000pa, depending on your skills

Plus £7.5% company pension contribution

A travel allowance of £2,500 per annum

Hybrid working arrangements

Discretionary Bonus

Are you looking for an interesting job where you can use your analytical, customer service and interpersonal skills?

The CISI is a leading awarding organisation and membership body in the financial services industry. This is an exciting opportunity to join our Global Learning team which is responsible for the development of our qualifications, CPD and learning resources. We are looking for someone who is passionate about quality assurance to oversee and monitor the external third parties who deliver training and testing arrangements for our exams.

You will be:

- Reviewing, monitoring and approving our Accredited Training Partners (ATPs) as well as using our internal software to keep up to date records of ATPs.
- Arranging and supporting quarterly ATP Forum.
- Liaising with ATPs and candidates about queries on ATPs, exams and eligibilities.
- Reviewing and approving our Test Centres as well as using our internal software to keep up to date records.
- Selecting Test Centres for audit, undertaking audits and virtual inspections, and maintaining a record of all audits and inspections.
- Managing the email inboxes in relation to ATPs and Test Centres

Full training will be given to the successful candidate.

The following skills and experience are required:

- Strong organisation and time management skills, with the ability to prioritise your own workload and work independently.
- Good interpersonal skills; you will be liaising with external stakeholders and candidates at all levels.
- Judgement skills – the ability to review documentation against relevant criteria and make a judgment on whether the criteria have been met.
- Good grammar, spelling, drafting and writing ability.
- Strong IT skills – word, excel, and familiarity with databases.
- Attention to detail and able to work to deadlines.
- As a minimum, A level or level 3 qualification or equivalent level of education.
- 2+ years' experience in a professional role involving quality assurance and customer service

We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A Wellness Allowance of up to £30 a month
- 26 days leave per annum (which includes the institute closing for three days between Christmas and New Year).
- A travel allowance after passing probation which has a minimum value of £2,500 per annum
- Hybrid working arrangements.

Please send your CV, salary expectation and availability to HR at jobs@cisi.org

Candidate Adjustments

At CISI we encourage applications from a neurodiverse workforce so please do reach out to HR@cisi.org to discuss reasonable adjustments if required.

Our London office is open plan with agile desk booking; however, we are able to arrange reasonable adjustments for candidates that require a fixed working space.

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is *“To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services.”*

For more information on the CISI, please see our website at www.cisi.org

