

Job Description

Job Title:	Head of Quality
Salary:	Band B
Hours:	Full time
Location:	Byfleet office and/or Home-based
Responsible to:	Deputy Chief Executive Officer
Responsible for:	Quality Manager; Quality Officer; Quality Administrator
Date:	September 2026
Key responsibilities:	Lead and manage the LASER¹ Quality team and its strategy and functions; Manage complaints and appeals, and oversee investigations and sanctions; Work with the Products team to ensure LASER products, services and qualifications including assessments and assessment strategies, are fit for purpose.

Key tasks

1. Be part of the LASER Management Group, with responsibility for leading and managing the LASER Quality team and its strategy and functions.

- 1.1 Actively engage in and contribute to the LASER Management Group.
- 1.2 Lead and oversee the development and implementation of LASER strategies and associated policies, procedures, systems and documents relating to its requirements on its approved centres and individuals.
- 1.3 Lead and oversee the development and implementation of LASER's strategies and associated policies, procedures, systems and documents relating to LASER's own compliance with the requirements and standards of any organisations which regulate or approve LASER, including Ofqual, the Security Industry Authority, and any Awarding Organisations by which LASER is approved as a training provider.
- 1.4 Lead and oversee the development and implementation of clear and relevant LASER guidance and information for staff and freelance personnel relating to internal Quality procedures.
- 1.5 Manage the Quality team overall and its functions, directly line managing the Quality Manager, Quality Officer and Quality Administrator.
- 1.6 Manage and allocate the devolved Quality budget.
- 1.7 Produce reports and papers as required for SMT and Quality Committee, and attend Quality Committee.
- 1.8 Support the Deputy CEO/Ofqual Responsible Officer in self-evaluation and other regulatory activities.

¹ Throughout this document, LASER refers to Ofqual regulated and non-accredited provision, including Trident Awards, but not QAA regulated provision of Access to HE Diplomas

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1.9 Liaise and work closely where relevant with the Quality Manager, providing cover when necessary.

1.10 Liaise and work closely where relevant with SMT, deputising for the Deputy CEO/Responsible Officer when necessary.

2. Manage complaints and appeals, and oversee investigations and sanctions.

2.1 Deal with incoming complaints and appeals in line with relevant policies/procedures, ensuring service standards are met and referring to SMT where appropriate.

2.2 Oversee the implementation of investigations into centre/individual activity where necessary in line with relevant policies/procedures, ensuring service standards are met and referring to SMT where appropriate.

2.3 Approve any sanctions to be applied in line with relevant policies/procedures, ensuring service standards are met and referring to SMT where appropriate.

3. Work with the Products team to ensure LASER products, services and qualifications including assessments and assessment strategies, are fit for purpose.

3.1 Work collaboratively with the Products team to ensure new products, services and qualifications including their assessments, are fit for purpose and of a high standard, producing, reviewing and revising relevant assessment strategies where necessary.

3.2 Monitor, evaluate and report on assessments through their lifetime to ensure they remain fit for purpose, effective and of a high standard, working with the Products team on examination question performance and management of examination papers, identifying and managing the implementation of any actions required.

3.3 Manage and implement the quality review process for new LASER qualifications, products and services, liaising with the Products team as appropriate.

Other Responsibilities

1. Participate in project teams as required.
2. Undertake professional updating and training as required.
3. Continually review and implement improved working practices and processes.
4. Perform any other reasonable duties as appropriate to the role.

LASER expects all staff to deliver exceptional customer service to all LASER customers, both internal and external.

This job description may be supplemented by annual key tasks which will be developed in conjunction with the post-holder. It will be subject to regular review and the company reserves the right to amend or add to the duties listed.

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Person Specification

QUALITIES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications and Training	• Educated to at least level 4 • Evidence of continued professional development	• Degree • Assessor and/or IQA and/or EQA qualifications
Knowledge, Skills and Experience	• Experience of working in a Quality and/or Regulatory Compliance role for an Ofqual regulated awarding organisation • Experience of managing people and teams • Experience of managing a budget • Experience of developing, managing and implementing quality-related processes, interventions and guidance • Experience of producing and evaluating assessments and assessment strategies • Experience of handling complaints, appeals and/or sanctions • Understanding of the importance and impact of regulatory requirements • Understanding of post 16 education • Excellent verbal and written communication skills including ability to write reports concisely, logically and correctly • Excellent IT skills including use of databases and Microsoft applications • Excellent interpersonal skills	• Understanding of the SIA regulated security industry • Experience of carrying out investigations
Personal Qualities	• Commitment to the aims and mission of LASER including widening participation, inclusivity, and equality of opportunity for all • Ability to work under pressure and to deadlines • Ability to build and maintain relationships with a range of organisations and individuals • Ability to work as part of a team including both other managers and administrative staff • Ability to work independently and on own initiative • Ability to work and respond positively in an ever changing environment • Attention to detail • Accuracy • Flexibility and adaptability • Ability to prioritise and reprioritise	
Additional or Special Requirements	• Willingness to travel to Byfleet office as required if home based • Willingness to travel occasionally to other locations in the UK	