

# Recruitment Pack

## Quality Assurance Officer - Hybrid



## A message from our Chief Executive

Hello and thank you for your interest in joining Team UKSA.

UKSA is a Best Companies maritime youth charity and world-renowned training centre of excellence. We inspire

and support children and young people to broaden their horizons through inspirational water-based adventures, education and training for careers at sea.

People are important to us, and we wouldn't be who we are and where we are without our amazing team of staff. At UKSA we are a community, and our people are our greatest asset. UKSA belongs to all of us, and we recognise and celebrate performance and welcome new ideas and thoughts.

We believe all young people have a need but there are those that require greater support. We know that many children and young people are missing out on life-changing opportunities because schools, local authorities and parents simply can't afford to pay for them. Our outdoor learning programmes on the water are the antithesis to this.

In conjunction, we know that a career at sea can provide a life of adventure for those who are inspired to follow this path. We support all students with an aspiration for a long-term career in maritime. Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want everyone to achieve their best and gain life-changing experiences, qualifications, and careers.

If we sound like the place you want to be, and you are ready to make a difference, we would love to talk to you.

## Ben Willows

### UKSA Chief Executive Officer



## Safer recruitment policy:

UKSA practices safer recruitment. It is the policy of UKSA to safeguard children and young people taking part in UKSA activities and training from physical, sexual or emotional harm. Our approach also applies to vulnerable adults.

Due to the nature of the activities undertaken at UKSA you will also be required to undergo additional vetting and barring checks. All information you provide will be treated as confidential and managed in accordance with relevant data protection legislation and guidance. You have a right of access to information held about you under the current Data Protection legislation.

## The role:

# Quality Assurance Officer - Hybrid

### Terms of employment

<b>Salary</b>	£28,000	<b>Contract Type</b>	Fixed Term
<b>Closing date</b>	25/04/2025	<b>Reporting To</b>	Tim Goulding
<b>Interview</b>	TBC	<b>Working hours</b>	30 hours over 4 days
<b>Annual Leave</b>	20 days plus BH	<b>Pension</b>	Employee contribution of 5% Employer contribution of 3%
<b>DBS</b>	Basic	<b>Notice period</b>	1 week during probation, 4 weeks after

# Job Description

## Key Purposes:

- To lead on quality and data protection and processing throughout UKSA and embedding these into UKSA's culture.
- To ensure that UKSA provides consistent maritime training that is fit for purpose and meets both external and internal requirements and expectations.
- To monitor and advise on the performance of the Quality Management System.
- Review performance and impact data against UKSA's objectives.

The duties and responsibilities will include, but are not limited to:

## Quality Manager

- Administer the UKSA Quality Management System and maintaining ISO9001 and BAC accreditations.
- Be the Subject Matter Expert for Quality across UKSA providing the ongoing staff support and training as well as raising awareness.
- Develop and Lead Quality Improvements across UKSA where necessary
- Responsible for the Policy, Procedure and Processes SharePoint assisting, where necessary, with the drafting and review of policies, procedures, and Standard Operating Procedures.
- Assist the Director of Finance in the administration of the Risk Register.

## Internal Audit

- Develop and Maintain UKSA Audit Plan. Conduct unplanned Audits when deemed necessary.
- Ensure Audit Findings are managed addressed in a timely manner in accordance with UKSA Procedures

## Other

- Attendance at and preparation for the monthly Ops Risk Management Meeting the purpose of which is to report adequacy of UKSA's QMS and review its alignment with the business objectives and strategy.
- Investigate Data Breaches at UKSA
- Respond to Subject Data Requests within prescribed timelines
- Oversee the Customer Feedback process through chairing the monthly feedback meeting. Work closely with Customer Liaison and Sales Data Analysis Manager who prepare and analyse the information, to maintain the Customer Complaints and non-conformities register, and act as stage 3 of the UKSA Customer Complaints process.

## Health & Safety

- Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our shared legal requirements.

## Individual/Team Performance and Development (if not managing staff)

- Understand your objectives and how these fit in with individual, team and business performance.
- Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager.

## General

- Ensuring adherence to all policies and procedures and promoting the Vision, Purpose and Values of UKSA.
- Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures.
- Make a commitment to deliver excellent customer service.



## We are UKSA

Based in Cowes, the hub of UK yacht racing on the sunny Isle of Wight, we are lucky enough to have a beautiful 4.5 acre home right on the water's edge.

We welcome over 11,000 beneficiaries each year, providing adventures for children and young people and training professional career students to work within the growing global maritime sector each year. Our professional education, mentoring and training pathways create exciting long-term maritime career opportunities empowering our students to succeed for themselves, their communities and society.

## Our impact

Over 8,000 children and their leaders from 130 schools and groups across the UK come to UKSA each year. Our water-based programmes are designed to increase children's life and leadership skills, build confidence and encourage teamwork with their peers. For many, UKSA is their first experience of the sea and being away from home.

Our world-class professional training and further education courses provide an alternative to university. We provide vocational training and qualifications for careers in the maritime industry. We are the world's largest RYA training centre and widely recognised for both our RYA and MCA training courses.

As a charity, we also provide a wide range of funded programmes to help transform the lives of those who need it most.

**Watch  
our work**

@uksasailing



# Person specification

## Key responsibilities and duties

### Person Specification

#### Qualifications

- Internal Auditor Trained – Essential
- Lead Auditor Trained - Desirable

#### Capabilities

- Enthusiasm and empathy
- An inquisitive nature
- Excellent forward planning
- Extremely well organised
- Excellent numeracy
- Able to work independently and set own objectives
- Good team-worker

#### Key Competencies

- Effective Communication.
  - Communicates well in writing using plain language.
  - Listens actively, checking for understanding and clarity.
  - Shares knowledge openly and clearly in meetings, discussions and presentations
- Data collection and analysis.
  - Finds or collects information from a variety of sources in a systematic, objective and unbiased manner to support decision making.
  - Understands and interprets complex data
  - Challenges assumptions as appropriate
- Risk Management.
  - Identifying, assessing, and managing risk while striving to attain objectives
- Constructive Influence.
  - Able to influence others to act in support of ideas, projects or causes

#### Technical Skills and Knowledge

- IT literate; strong Word, Excel skills as a minimum
- A Strong understanding of Quality Management and the ISO9001 standard
- A broad understanding of the charitable sector would be helpful though not essential

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.

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## What we offer



**Flexible working**



**Travel discounts**



**Group life insurance**



**Birthday day off**



**UKSA discount store**



**Pension**



**Protecting your health**



**Long service rewards**



**Cycle to work scheme**



**Celebrating success**

## Useful information

### Where are we?

Our main site is located in Cowes on the Isle of Wight. We're easily accessible from the mainland, with a regular ferry service that takes just 25 minutes to cross the Solent from Southampton. Our campus is based along the River Medina and is a 15-minute walk from the ferry terminal, or a short taxi ride.

### Address

UKSA, Arctic Road, Cowes, Isle of Wight, PO31 7PQ, UK



### Safeguarding

UKSA practices safer recruitment. It is the policy of UKSA to safeguard children and young people taking part in UKSA activities and training from physical, sexual or emotional harm. Our approach also applies to vulnerable adults.

### Right to work

UKSA take employment law requirements seriously and will therefore no longer accept passports or national identity cards from EU, EEA and Swiss citizens. Instead, citizens of those countries will need to prove to UKSA that they have been granted status under the EUSS or another immigration category before they can commence work. Checks on physical documents still need to be completed for UK and Irish nationals (who can use their passport as proof of right to work) and for individuals in the UK who do not hold a digital immigration status.

### Data privacy

UKSA will adhere to the principles of the UK's implementation of the General Data Protection Regulation (GDPR) 2018. UKSA views privacy from the data subject's (your) perspective. Where we collect information, we are doing so in order to offer you better services, both on the website and in the rest of our operations. We will hold some of the information you give us in our Customer Relationship Management database and associated spreadsheets. We will ensure that these are secure and can only be accessed by authorised people.

### Equal Opportunities

UKSA is an equal opportunities employer and welcomes diversity amongst its employees. We are committed to a comprehensive policy of equal opportunities in employment, in which individuals are selected and treated on the basis of their relevant merits and abilities, without regard to their race, religion, or belief, colour, sex, age, national origin, disability, pregnancy, or maternity status or sexual orientation and are given equal opportunities within the charity.



## Apply now

Closing date: 25/04/2025

Interviews: TBC

**Shortlisted applicants will be invited to**

Attend an interview

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## What next?



Complete the application form  
[Download here](#)



Email it to  
[recruitment@uksa.org](mailto:recruitment@uksa.org)



We will review your application  
and be in touch with you soon

