

Job Details

Deadline to apply: Monday 29th May 2026

Interview date: Thursday 11th June 2026

Start Date: ASAP.

Salary: £30,000

Role: IQA & System Coordinator

Location: Stafford, UK. This role offers some flexibility for homeworking, however, attendance in the office is required every Friday.

'Are you looking for opportunities for growth, a healthy work-life balance and the chance to make a real difference?'

About Chartered Institution of Railway Operators

The Chartered Institution of Railway Operators (CIRO) exists to advance and promote the safe, reliable, and efficient operations of the railways, by improving the technical and general skills, knowledge, and competence of those engaged in the operations of the railways.

Connecting operators with fellow professionals, accessible learning resources and engaging events; our mission is to lead, inspire and accelerate the growth of rail professionals, cultivating collaboration to support the success of rail organisations, now and in the future.

Awarding Organisation (AO) at the Chartered Institution of Railway Operations (CIRO)

An Exciting opportunity to be a part of one of CIRO's Newest Departments the Awarding Organisation which currently provides endorsement of sector specific programmes for just over two years. We currently work with more than 10 Centres offering 23 programmes including Network Rail, Rail Academy, Railway Mission in supporting excellence in rail programmes nationally.

CIRO is known for being a responsible, collaborative, and value-adding partner. We pride ourselves on strong customer relationships and our commitment to delivering the highest standards of service.

Due to the success of the Awarding Organisation CIRO is now looking to expand the department, to be able to meet the demands of endorsements that are looking to become centres and current centres wishing to increase their endorsement offerings.

With this growth, it's a great time to join a respected, forward-thinking organisation at the forefront of rail industry growth and professionalisation.

Job Description

Reporting to the Head of Awarding Organisation for Centres and Quality Assurance.

This is an exciting opportunity to join a successful and growing organisation in an administration and Internal Quality Assurance (IQA) capacity. We are looking for a highly motivated and organised individual to lead on IQA reporting and to support the Head of Awarding Organisation for Centres and Quality Assurance. Working through the AO hub system, you will oversee the

administration and quality assurance activities that underpin our endorsement and certification processes.

As a key part of CIRO's end-to-end AO process, you will help ensure our endorsement provision is delivered consistently, accurately and in line with CIRO AO policies, quality assurance requirements and organisational procedures.

Key Responsibilities

This role has three main areas of focus:

1. AO Coordination & Administration

- Running the day-to-day administration within CIRO AO.
- Maintain accurate, complete and auditable records of assessment outcomes/decisions, feedback and certification/endorsement status within the AO hub system.
- Administer the end-to-end endorsement process, including learner/programme registration, Sample/Evidence requests of paperwork and tracking progress against agreed timelines.
- Coordinate the moderation of assessment materials (e.g., tasks, papers, marking guidance) in line with CIRO requirements, recording outcomes, actions and approvals.
- Maintain version control of policies and procedures, ensuring only current, approved documents are in circulation and superseded versions are withdrawn.
- Ensure secure handling, storage and controlled distribution/return of assessment materials and evidence, maintaining confidentiality and data protection standards.
- Provide accurate administrative support for certification/endorsement claims, including checking completeness of documentation before submission for approval.

2. Internal Quality Assurance (IQA) & Reporting:

- Coordinate IQA activity for endorsed programmes, including sampling plans, schedules and allocation of IQA activity in line with CIRO AO policies.
- Support standardisation and moderation activity to promote consistency in assessment decisions (e.g., preparing materials, collating evidence, recording outcomes and actions).
- Record IQA outcomes, actions and completion status within the AO hub system, maintaining a clear and auditable trail.
- Analyse and report themes, risks and centre/programme performance (e.g., common errors, actions overdue, repeated issues) to the Head of Awarding Organisation for Centres and Quality Assurance.
- Track and follow up agreed actions with centres and internal stakeholders, escalating risks or non-compliance in a timely manner.
- Support continuous improvement by maintaining and updating IQA templates, guidance and reporting tools in line with lessons learned and feedback.

3. Stakeholder Engagement & Compliance

- Liaise with CIRO Centre employers, to ensure smooth operation of endorsement assessment and certification processes.

- Provide Guidance and support to Centres regarding assessment methodologies and best practices
- Ensure AO policies, procedures and templates are followed consistently across endorsed programmes, supporting continuous improvement and risk management.
- Support internal and external quality reviews by collating evidence, maintaining records and responding to information requests as required.

Requirements:

- Excellent organisational and time management skills, with the ability to work independently
- Strong organisational and project management skills, with the ability to prioritise tasks and meet deadlines.
- Excellent written and verbal communication skills, with attention to detail, with the ability to engage with multiple stakeholders.
- Be willing to travel from time to time to carry out IQA activities and some EQA Activities.
- Ability to work independently and collaboratively in a dynamic environment.
- Interest in the railway industry and a passion for learning and development.
- Relevant Qualifications such as Level 4 Certificate in the Internal quality assurance of assessment process and practice.

Desirable Skills & Qualifications

- Strong knowledge of Internal Quality Assurance (IQA) processes and regulatory requirements.
- Experience working within an awarding/endorsement, assessment administration or quality environment (e.g., training provider, professional body, membership organisation).

Benefits:

This role offers an exciting opportunity to gain hands-on experience in a fast-paced and evolving industry while contributing to meaningful initiatives, in a newly established part of the business.

- **Development Opportunities:** opportunities for growth, such as, skill-building workshops, fully paid apprenticeship Higher Education, networking with industry professionals and enthusiasts.
- **Work life Balance:** CIRO understand the value of a healthy work life balance and will offer flexibility within this role where this is possible.
- **Supportive and Inclusive Culture:** CIRO is committed to creating a respectful, inclusive and empowering culture, valuing diverse perspectives. Transparent communication ensuring trust and engagement.
- **Health and Wellness Programs:** CIRO is committed to promoting positive health and wellbeing across the organisation. We have and continue to build our wellness initiatives. For example, Employee Assistance Programme, on site gym (reduced cost), developed mental health resources, trained well-being and safeguarding staff.
- **Staff Engagement:** CIRO encourages a collaborative environment fostering growth. Colleagues are encouraged to play an active part in the continued review and refresh of

departmental working practices as well as contribute to broader conversations and business growth and development. Regular all staff team building days.

Additional Information

- Opportunity to contribute to the professional growth of railway professionals worldwide.
- 25 days annual leave (includes Christmas office closure) + bank holidays.
- Free car parking
- Free refreshments
- As part of our safer recruitment practice, we will be undertaking a DBS check and your employment is contingent on the outcome of that.
- CIRO is an equal opportunities employer and is committed to creating a diverse and inclusive workplace where all employees are valued, respected, and treated fairly. We do not discriminate on the basis of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or any other protected characteristic.

To apply for the role, please:

- **Update your CV and provide a covering letter explaining your interest and suitability for the role.**
- **E-mail your application to Adam Fenton, COO, at adam@railwayoperators.co.uk with the subject “IQA & System Coordinator”.**