

Lead Exam Auditor	
Role Overview	Support and standardise and quality assure a team of Exam Auditors
1. Standardisation	
1.1	Develop and present content for Auditor training, standardisation and updates, liaising with the relevant teams
1.2	Implement sampling plans, in line with the sampling strategy, recording sampling on sampling records
1.3	Standardise Auditor practice, to ensure that audit practices, policies and procedures are adhered to, in line with City & Guilds and regulatory arrangements
1.4	Accompany Auditors on audit visits when requested by City & Guilds
2. Exam Audits	
2.1	Act as an Exam Auditor when requested
3. Associate support	
2.1	Monitor and support Assessors in line with their task profiles
2.2	Maintain contact with Assessors to provide updates and support
4. Advice to City & Guilds	
3.1	Support the City & Guilds team with the recruitment, selection and training of new Auditors
3.2	Provide support to the City & Guilds teams on Audit queries, as required
3.3	Contribute to the annual Auditor review process
3.4	If requested, support with appeals, complaints and investigations
5. Communication	
4.1	Respond to phone calls and emails within 2 working days
4.2	Inform City & Guilds immediately if unable to complete allocated work

All duties must be carried out in accordance with City & Guilds procedures and instructions.