



Job Description: IPU Professional Academy Quality and Standards Lead

Introduction

The Irish Pharmacy Union (IPU) is the professional representative and leadership organisation for community pharmacists, with a membership of approximately 2,400 pharmacists working across more than 1,900 community pharmacies throughout Ireland. Our vision is to be the authoritative voice of community pharmacy and a driving force in the evolution of accessible, equitable, and patient-focused primary healthcare.

The IPU Professional Academy is the centre of learning for pharmacy teams in Ireland, providing a one stop shop for all professional development, training and other learning resources. We aim to enhance the skills and knowledge of pharmacy teams through a range of interactive learning platforms (live, distance and eLearning) providing easy access to high-quality educational content.

We are looking for a dynamic, highly motivated person who is a team player, has recognised qualifications and experience in the area of quality assurance and works well in a fast-paced environment to support the professional activities of IPU Professional Academy. This is an exciting opportunity to work within a small, dynamic team, which has a strong focus on supporting the training needs of community pharmacy. This role will focus on the design, implementation, and continuous improvement of quality assurance (QA) systems governing the delivery of IPU Professional Academy programmes of education.

Job Description

Note: This Job Description may be subject to change to reflect the evolving requirements of the IPU in delivering its strategic objectives.

Job Title: IPU Professional Academy Quality and Standards Lead

Reporting to: IPU Professional Academy Education & Training Manager

Department: IPU Professional Academy

Term of Contract: Permanent

Hours of Work: 35 hours/week

Location of Post: Butterfield House, Butterfield Avenue, Rathfarnham, Dublin 14.

Grade: HSE Grade VIII

Informal Enquiries: Pia Fennell. Email: pia.fennell@ipu.ie or Telephone 01-493 6401

Key Responsibilities

You will be working as part of the IPU Professional Academy team with a broad remit and a wide range of responsibilities which are key to delivering on the IPU's agenda, including:

- Setting the QA policies and standards for IPU Professional Academy education and training programmes and courses as relevant;
- Ensuring that all aspects of programme/course design, delivery, assessment, and certification meet the institution's QA policies and standards where relevant, while supporting a culture of continuous enhancement and accountability;
- Ensuring alignment of QA policies and standards with applicable national/international standards (e.g. QQI) as relevant;
- Promoting a culture of continuous quality improvement;
- Advising senior leadership on quality risks, regulatory developments, and improvement priorities;
- Playing a key part in ensuring the accreditation and certification of learners is credible and trustworthy;
- Fostering relationships with important external stakeholders; and
- Any other duties as may reasonably be required.

Quality Assurance

IPU Professional Academy is committed to quality in education and training provision. Quality is essential to ensure that education and training programmes are delivered consistently and to an agreed standard, enabling learners to achieve the intended learning outcomes. It also supports continuous improvement by identifying good practice and areas where delivery and learner support can be strengthened. Documented quality assurance policies and procedures reflect the IPU Professional Academy commitment to quality. Fully participating in and complying with the requirements of the quality assurance processes where relevant is essential. Relevant responsibilities include:

- Leading the development, implementation, and review of the IPU Professional Academy QA framework;
- Planning and leading standardisation meetings where relevant for a particular programme of training;
- Ensuring the organisation maintains compliance with QA policies and procedures;
- Leading preparation for external reviews, revalidation, monitoring visits, and audits;

- Coordinating and responding to external examiner/adviser reports (where used), internal audit outputs and learner and stakeholder feedback;
- Maintaining and overseeing programme/course quality improvement plans, ensuring actions are tracked and completed;
- Evaluating new technologies, materials and workflows to identify risks;
- Investigating quality issues and providing recommendations to rectify and mitigate those risks;
- Maintaining accurate and complete documentation; and
- Provide regular reports to programme governance forums on delivery, learner outcomes, risks, improvements, and resourcing.

Teaching and Learning

This function lies at the core of IPU Professional Academy's commitment to ensuring that community pharmacies can access relevant, high quality training programmes that support their teams to deliver services in a safe, effective, patient focussed manner. As part of this responsibility, you will be expected to:

- Lead the development and oversight of assessment QA processes;
- Coordinate processes for internal verification and standardisation activities to ensure fairness, reliability, and transparency of outcomes;
- Act as the main quality representative during external verification meetings and audits;
- Support the wider IPU Professional Academy team in maintaining assessment evidence to the required standard for audit and review;
- Maintain and oversee programme/course improvement plans, ensuring they are aligned to national standards and that all actions are tracked and completed;
- Provide regular reports to programme governance forums on delivery, learner outcomes, risks, improvements, and resourcing;
- Work with the IPU Professional Academy Teaching and Learning team to ensure learning activities support the achievement of knowledge, skill and competence commensurate with the relevant qualification;
- Facilitate a positive, inclusive, and supportive learning environment that enables learner engagement and progression;
- Promote good academic practice, including academic integrity, referencing, and avoidance of plagiarism; and
- Champion a culture of reflective practice, peer observation, professional dialogue, and continuous improvement.

Assessment of learners

Assessment of learners is fair and consistent and is carried out professionally at all times in line with IPU Professional Academy standards, policies and procedures. Assessment related responsibilities include:

- Ensuring assessment strategies are clear, valid, reliable, fair and consistent, and aligned to programme/course/module learning outcomes and relevant standards;
- Overseeing assessment planning and assessment calendars to avoid overload and ensure appropriate sequencing;
- In conjunction with the IPU Professional Academy Teaching, Learning and Development Lead, leading the assessment review cycles: analysis of results, identification of trends, and action planning to improve outcomes;
- Continuous monitoring to ensure all assessments are conducted in line with documented standards and decisions are fair, valid and reliable; and
- Supporting and ensuring integrity of assessment processes, including plagiarism prevention and handling of academic misconduct in line with policy.

Staff Support and Training

Fully participating in and complying with the requirements of the quality assurance processes is essential for all IPU Professional Academy staff. To support them in this obligation you will provide support including:

- Design and delivery of induction and refresher QA briefing/training for team members;
- Provision of practical guidance and coaching to support consistent implementation of QA procedures; and
- Promotion of a positive quality culture focused on learner experience, robust standards, and continuous improvement.

Person Specification

Essential

- Demonstrable experience in quality assurance/quality management within education/training or regulated environments;
- Strong understanding of programme governance, assessment processes, and quality monitoring;
- Ability to develop and implement policies, SOPs, audits, and improvement plans;
- Experience in the use of Microsoft Office suite;
- Knowledge of pharmacy legislation, regulatory environment and professional service delivery issues; and
- Possess the requisite knowledge and ability for the proper discharge of the responsibilities of this role.

Desirable

- Experience with accreditation of programmes aligned to the QQI National Framework of Qualifications;
- Experience in blended/online programme delivery and assessment integrity approaches;
- Experience in programme development/validation or review processes;
- Experience working directly with external quality systems and validation/review processes; and/or
- Qualification in Quality, Education/Training, Compliance, or related discipline.

Skills

- Excellent communication (written and verbal) with an ability to effectively adapt communication style as required;
- Strong organisational and administrative skills including a high level of accuracy and attention to detail;
- Team Player – works collaboratively with others to maximise individual and team effectiveness in order to achieve required service levels;
- Analytical thinking – able to review processes in detail and determine and suggest improvements required;
- Self-awareness – has a clear understanding of own strengths and how to best utilise these within the team context;
- Growth mind-set – has a belief that their talents can be developed through application, good strategies and input from others;
- Standards-driven – upholds robust, transparent quality practices consistently;
- Risk aware - identifies and mitigates quality and compliance risks early;
- Commitment to continuous improvement;
- Adaptability – be able to deal with a number of priorities and demands at the same time and have an ability to manage interruptions requiring changes in priorities;
- Self-starter - ability to use own initiative, to focus on and produce results and to prioritise objectives;
- Confidentiality - ability to handle confidential information with discretion;
- Relationship-building -ability to build and sustain internal and external networks and partnerships;
- Dependable - ability to take direction and meet deadlines and to work at pace when required.

Particulars of the Post

The appointee to the post will report to the IPU Professional Academy Education and Training Manager. Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position.

Application Process

To apply, please complete the application form and, together with your CV, email to careers@ipu.ie or submit via the IPU Jobs Portal (<https://jobs.ipu.ie>) by 5:00pm on the closing date (Monday 3 August 2026).

Shortlisted candidates will be invited to attend a formal, competency-based interview(s), which will take place at the IPU offices in Butterfield House, Rathfarnham, Dublin 14. Interviews will be conducted in person.

For informal enquiries, please contact Pia Fennell by email at pia.fennell@ipu.ie.