

Role Profile

Role Title	Quality Manager
Reporting To	Head of Quality
Department	Quality Improvement and Performance
Grade	£38,535
Version Date	April 2018

Role Purpose:

As a member of the management team, the post holder will develop and maintain effective relationships with senior managers, strategic leadership teams, peers and delivery teams.

This role will drive quality improvement strategies in the curriculum at each stage of the student learning experience to increase success and progression.

Key Responsibilities:

- Provide support and test School level activity in alignment with the Student Journey including:
 - Reviewing and supporting the service of your School through effective implementation of internal quality improvement processes
 - Driving improvement and performance within their School and across the Group through timely and supportive intervention activity
 - Developing and improving the use and impact of the Learner Voice in quality improvement
 - Supporting the use of Self-Assessment and Quality Improvement Planning at School and Group level to drive forward positive outcomes for learners
 - Developing and supporting the implementation of quality improvement and quality assurance processes which lead to outstanding teaching, learning and assessment
- Conduct and lead on a range of observation of teaching, learning and assessment activities of all delivery models, on/off site and quality audits to support identified improvement priorities.
- Provide targeted, relevant and high quality coaching support and staff development to new staff; those requiring additional support; and for updating/ CPD purposes.
- Drive forward and support Directorate based initiatives that enhance the quality of teaching, learning and assessment
- Work collaboratively with HR and the Director of Curriculum to ensure that Quality and HR processes are in synchrony and support the effective performance management of staff.
- Ensure that School based CPD is targeted, relevant, of a high standard and demonstrate clear impact.
- Lead on the development of digital competences in the curriculum, and promote the use of technology enhanced, flexible and blended approaches to teaching, learning and assessment

- Support the effective implementation of internal and external quality assurance processes to meet Awarding Body and other external quality requirements.
- Co-ordinate lead Internal Verifiers (IVs) to ensure internal assessment and verification meets and exceeds both Group and Awarding Body standards.
- Be proactive in seeking and responding to national developments in teaching, learning and assessment and using this information to support curriculum teams in enhancing quality.
- Drive forward the timely achievement and review of quality assurance and improvement based actions at Course, Curriculum, School and Group level.
- Lead regular performance reviews, use data to drive improvements and measure the impact of interventions.
- Ensure that curriculum areas are ever ready for external inspection/ review by ensuring that internal quality assurance and enhancement processes are in alignment with external expectations.
- Review, support and test the engagement of the curriculum areas with the self-assessment/ quality improvement cycle. Ensure that self-assessment is accurate; continuous; and leads to positive outcomes for learners.

Generic Responsibilities

- Be an ambassador for the Group by role modelling the group's core values;
- Promote the Group's student first ethos, ensuring that the positive student progress is uppermost in policy and decision making;
- Actively promote and adhere to agreed Group values;
- Positively comply and contribute the College's policies and procedures, particularly in relation to Data Protection, Equal Opportunities, and Health and to ensure the College meets its objectives and provides a safe and healthy environment for all.
- Engage in a leadership role in change management, promoting innovation;
- Undertake the role of Duty Manager as per the annual schedule;
- Act as a spokesperson for the Group to various media as and when required;
- Contribute to delivering the Group's internal communications strategy, playing a leadership role in ensuring that communications are high quality and that our workforce is respected;
- Participate in the Annual Staff Performance and Development Review (ASPDR) and contribute to the overall development of staff;

- Contribute to the development of the Group's Strategic Development Plan;
- Facilitate the achievement of the Group's quality objectives including those from external bodies;
- Have a personal responsibility for Safeguarding and promoting the welfare of children, young people and vulnerable adults to ensure compliance with Safeguarding policies and procedures.
- Undertake other reasonable duties commensurate with the level.

Person Specification – Quality Manager

	Essential	Desirable	How Assessed
QUALIFICATIONS			
Qualified to degree level or equivalent professional qualification	✓		AF/Cert
Evidence of commitment to personal development and continuing improvement	✓		AF/Cert
Post graduate Teaching or Education Qualification or Certificate in Education	✓		AF/Cert
Level 4/5 Leadership or Management qualification or willing to work towards	✓		AF/Cert
Minimum level 2 Maths and English	✓		AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Proven and current outstanding teaching and learning practitioner	✓		AF/IV
Successful and experienced background in delivery of a range of curriculum	✓		AF/IV
Knowledge of major curriculum changes, government policy and impact on curriculum specialisms	✓		AF/IV
Current experience of OFSTED Common Inspection Framework	✓		AF/IV
Knowledge and experience of EFQM / TQS Process		✓	AF/IV
Experience of leading quality monitoring frameworks including SAR, OTL, Quality Improvement Process and audits		✓	AF/IV
Proven experience in improving and maintaining quality	✓		AF/IV
Successful management of internal and external verification procedures, course approvals process and standards compliance	✓		AF/IV
Knowledge of major curriculum changes and government policy	✓		AF/IV
Successful experience of managing people		✓	AF/IV
SKILLS AND ABILITIES			
Budgetary management skills		✓	AF/IV
Highly developed oral, written and presentational skills	✓		AF/IV
Highly effective consultation, motivational and negotiation skills	✓		AF/IV
Current experience of implementing quality improvement	✓		AF/IV
Ability to manage multiple projects effectively	✓		AF/IV
Able to develop self and others, commitment to CPD	✓		AF/IV
Commitment to equality and diversity	✓		AF/IV
Ability to travel between all of the Group's sites	✓		IV
Ability to work flexibly, including evening and weekend work	✓		IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview