

JOB DESCRIPTION

JOB TITLE:	Quality Assurance Manager
REPORTS TO:	Delivery Manager
RESPONSIBLE FOR:	Training, Quality and Compliance staff
LOCATION:	Sandwell with regular travel to Dudley, Birmingham and Coventry

JOB SUMMARY

To manage and lead on all areas of quality assurance for employment projects. To identify and manage contractual compliance management and communication processes, ensuring that the theme meets all relevant funding criteria.

To be responsible for quality of delivery against all relevant frameworks and governing bodies and compliance against all relevant funding requirements.

To Manage quality and compliance primarily on a payment by results employment project.

To work with the Head of Employment and project delivery manager to maintain excellent quality and compliance; through staff observations, audits and spot checks, ensuring any further training or support is given to improve on any development areas.

KEY TASKS

1. To control and develop the self assessment process (including against the Common Inspection Framework) for contracted provision and to continually monitor the improvements against any subsequent development / quality improvement plans
2. Support the Delivery Manager and Head of Employment to fulfil the requirements of the OFSTED framework, specifically in development of the curriculum offer, progress measurement and input into development plans with a view to achieving and maintaining a 'Good' OFSTED Rating'.
3. Work in collaboration with the Head of Employment to ensure an effective and efficient delivery of all employment programmes.
4. Work towards achievement of the Business Plan
5. Ensure all work is delivered in line with all targets.
6. Ensure all Assessors, Progress Coaches and Tutors receive regular observations on their skills in teaching, learning and/or IAG and are supported in effectively embedding functional skills within their delivery.
7. Ensure effective IV processes are in place and to undertake Internal Verification as allowed by Awarding body guidance.
8. Take a lead responsibility for the Centre Status with Awarding Organisations, working with the Head of Employment to ensure effective IV processes are in place.

9. Ensure Management Information systems are in place to measure retention and achievement rates for our learners to support future tenders and commissions.
10. Ensure effective Document control.
11. Work with the Head of Employment to ensure that registrations are within timescales but also aligned to ensuring best achievement rates and contract efficiency.
12. Work with relevant managers at Groundwork and funders to identify key compliance criteria for all contracts, and take responsibility for the effective ongoing audit of these criteria.
13. Effectively communicate contractual compliance information to all Theme staff.
14. Support the Theme's development of new qualifications and areas of business as required working closely with Head of Employment.
15. To promote the business of Groundwork West Midlands in a professional and informed manner.
16. Observe the company's/contract quality standards
17. Keep up to date, accurate reports, statistical reviews and relevant documentation

People management and development

1. To attend Continual Professional Development meetings and other organised events as required including centre updates.
2. To promote a culture of continuous personal and professional improvement in line with the Common Inspection Framework or other quality standards.
3. Lead on line management meetings and procedures etc for specific staff and the performance appraisal process.
4. To assist in the recruitment and induction of delivery and associated staff
5. Provide the necessary professional support and assistance to all direct reports including acting as a model of appropriate professional behaviours.
6. Provide regular feedback to direct reports on performance, carrying out regular reviews and yearly appraisals and any other reviews as required.
7. Communicate the objectives of the Trust and team to staff.
8. Deliver training to theme staff in relevant subject areas as required.
9. Provide teaching cover in relevant subject areas if required.
10. Any other duties relevant to the post and salary band.

Additional responsibilities

1. Undertake training and development deemed necessary for the pursuance of the post
2. Comply with The Equal Opportunities Policy and Procedure in all employment practices
3. Comply with The No Smoking Policy
4. Meet the travel requirements within the region
5. Ensure adherence to environmental procedures
6. Ensure that Health and Safety is observed in the course of employment
7. Undertake other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director and Line manager.
8. Promote and work with due regard for Groundwork West Midlands' core values and objectives.

Date: **May 2021**

PERSON SPECIFICATION FOR THE POST OF – Quality and Compliance Manager

Note to Applicant – when completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post.

	ESSENTIAL OR DESIRABLE	SHORTLIST CRITERIA	METHOD OF ASSESSMENT
Qualifications			
<ul style="list-style-type: none"> Teaching certificate, e.g. PGCE, DttLs, Further Education Teacher Certificate, 7407 Stage 2 (qualified) 	Desirable	Yes	Application form
<ul style="list-style-type: none"> D32/D33/TAQA Assessor Award 	Desirable	Yes	Application Form
<ul style="list-style-type: none"> V1/TAQA Verification Award 	Desirable	Yes	Application Form
<ul style="list-style-type: none"> Educated to Degree Level and/or professional Level 4/5 	Essential	Yes	Application form
<ul style="list-style-type: none"> Management qualification to Level 3 or demonstrable equivalent experience 	Essential	Yes	Application form / interview
<ul style="list-style-type: none"> An Information Advice & Guidance qualification at Level 3 or commitment to work towards this 	Desirable	No	Application form/Interview
<ul style="list-style-type: none"> Full Driving licence and access to own vehicle and willingness to travel to all other sites on a regular basis 	Essential	Yes	Application form
Experience			
<ul style="list-style-type: none"> Proven Experience in working towards Common inspection Framework in training organisation and the completion of Self-Assessment and Quality Improvement plans at organisational level 	Essential	Yes	Application form/Interview
<ul style="list-style-type: none"> Proven Experience in pre and post 16 OFSTED frameworks and working with awarding bodies 	Essential	Yes	Application form/ interview
<ul style="list-style-type: none"> Proven experience of working with adults and young people with literacy and numeracy needs 	Essential	Yes	Application form/Interview

<ul style="list-style-type: none"> • Proven experience of successful delivery of qualifications with publicly funded programmes 	Essential	Yes	Application form/Interview
<ul style="list-style-type: none"> • Proven experience of responsibility for contractual compliance 	Essential	Yes	Application form/Interview
Knowledge			
<ul style="list-style-type: none"> • Knowledge and understanding of the regeneration environment of deprived areas and mixed economy neighbourhoods and how they relate to the areas of Groundwork's delivery 	Desirable	No	Application form/Interview
<ul style="list-style-type: none"> • Knowledge of a range of Welfare to Work and other employment intervention programmes including their background and operation 	Essential	No	Application form/Interview
Personal Skills and Ability			
<ul style="list-style-type: none"> • Able to work productively with minimum supervision 	Essential	No	Application form/Interview
<ul style="list-style-type: none"> • Able to plan, use initiative, prioritise own workload and meet deadlines, maintaining a detailed and accurate approach to work tasks 	Essential	Yes	Application form/Interview
<ul style="list-style-type: none"> • Able to communicate clearly and effectively (both written and verbal) 	Essential	No	Application form/Interview
<ul style="list-style-type: none"> • Practical ICT Knowledge and experience 	Essential	No	Application form/Interview
Miscellaneous			
<ul style="list-style-type: none"> • Ability to adhere to the organisation's health, safety and welfare policies and procedures. 	Essential	No	Interview process
<ul style="list-style-type: none"> • A flexible approach and ability to work out of office hours including occasional evenings and weekends 	Essential	No	Interview process
<ul style="list-style-type: none"> • Ability to adhere to the organisation's health, safety and welfare policies and procedures. 	Essential	No	Interview process
<ul style="list-style-type: none"> • A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities 	Essential	No	Interview process

This post is exempt from the provisions of the Rehabilitation of Offenders Act. An Enhanced DBS Check will be required prior to appointment.

Prepared: May 2021