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#### JOB DESCRIPTION

**Job Title: Head of Quality Improvement**

**Directorate: Curriculum & Quality**

# Reporting To: Assistant Principal Quality Improvement

**Date JD produced/revised: January 2018**

**The primary purpose of this job role is to:**

To manage and deliver quality assurance and improvement processes and systems for the College and partner/subcontracted provision; and to ensure the efficient and effective operational management of the Quality Team and their services.

**The primary duties, tasks and responsibilities of this job role are:**

**Quality assurance and improvement processes:**

* Manage the delivery of quality policies, procedures and practices for all College and partner/subcontractor provision
* Manage Quality Review, Performance Monitoring Boards and Self-Assessment processes for curriculum and service areas
* Lead quality assurance and monitoring processes, and produce reports and supporting evidence as required
* Lead the College observation team, including preparing and delivering training, developing the team, and monitoring performance.
* Carry out observations of teaching, learning and assessment and learning walks and provide accurate and supportive feedback
* Lead the review and development of quality assurance processes for all provision types, including HE and subcontracted/partnership provision, to ensure that processes are fit for purpose and lead to quality improvement, current practices are supported, and data collection supports the college Single Equality Scheme.
* Manage the procedure for internal and external approval of new courses
* Ensure that an accurate record of College Policies and Procedures is maintained and support the timely review of these by College Managers
* Support the consistent and effective application of College Quality policies
* Ensure policies and standards for assessment and IV/IQA are fit for purpose, meet Awarding Organisation requirements, and are in line with current good practice. Ensure that Lead IVs/IQAs and curriculum teams are effectively supported to ensure they are applied effectively
* Act as Awarding Organisation nominee
* Ensure that EQA processes are supported, outcomes are monitored and effective action planning and support for improvement is in place
* Support the development of appropriate course management systems, including course files, and ensure monitoring processes are effective.
* Manage Value Added processes to provide timely information for curriculum areas and support improvement processes.
* Gather and report on learner and stakeholder user views through surveys and other methods
* Contribute to the planning of other learner voice processes to ensure cross college issues are effectively addressed
* Ensure that complaints are addressed in a timely fashion and according to College policy and that outcomes contribute to improvement
* Lead on processes for collecting destinations data and the production of timely reports for a range of audiences
* Critically review key performance data and ensure that action plans to address issues arising are sufficiently robust to drive improvement
* Participate in the planning and delivery of staff development including providing training and coaching in quality processes, improvement strategies and sharing good practice.
* Provide timely reports on TLA Observation process outcomes and recommendations to inform training and support needs
* Provide timely reports on the progress and outcomes of quality processes and systems
* Support and contribute to the compilation of the College SAR and Improvement Plan
* Provide advice and support for quality improvement/excellence initiatives throughout the College
* Provide support to Ofsted inspections and other external quality assessments including Awarding Organisation and QAA reviews
* Attend and represent the college at external network meetings, conferences and good practice sharing events

**Staff**

* Be a proactive line manager and an inspiring role model for staff.
* Develop an effective team that makes efficient use of the range of skills and capabilities of staff.
* Manage the performance of staff effectively, ensuring that all staff have appraisals and probation reviews with targets and measurable outcomes. Where appropriate, ensure performance improvement plans are in place.
* Communicate regularly with staff at all levels in the team, developing a dialogue on the aims and progress of the team as well as operational and individual matters.
* Ensure that all staff have the required experience and qualifications for their roles and that everyone has an annual training and development plan that it is linked to team needs and the College’s strategic aims.
* Ensure that College employment policies and procedures are adhered to by all staff.

**General**

* Achieve annual budgetary targets and ensure that resources are applied appropriately and achieve value for money.
* Work collaboratively with internal and external colleagues as required on College initiatives.
* Maintain compliance with all College processes and procedures.
* Participate in actions that contribute to meeting financial targets set for the department
* Follow safe working practices and appropriate Health & Safety and Safeguarding legislation at all times.
* Actively advance equality of opportunity and foster good relations within the College community and adhere to College Equality and Diversity policies, procedures and practices.
* Ensure that all students, visitors, customers and contacts receive a high standard of customer service in all communications and interactions with Cambridge Regional College.
* Undertake such other duties as may be reasonably required, commensurate with the level of responsibilities and duties of this post

**Special conditions or working arrangements applicable to this role are;**

This post is defined as regulated activity. The postholder is required to hold an enhanced CRB disclosure check deemed acceptable to the College and to be re-checked every 4 years.

The College is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Please note that this job description is current as at the date shown above. In consultation with you, it is liable to change to reflect changes in the job.

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| **Terms and Conditions** | **Details** |
| **Salary Scale** | Spot salary |
| **Salary: (to be pro rated if part-time)** | Circa £44,000 p.a. |
| **Superannuation Scheme:** | Teachers’ Pension Scheme |
| **Number of hours to be worked per week** | 37 hours |
| **Full year or term time only contract** | Full year |
| **Contract type** | Permanent |
| **Annual Leave Entitlement** | 35 days per annum |

**EMPLOYEE PROFILE**

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| ATTRIBUTES | **ESSENTIAL**  **ATTRIBUTES CANDIATES MUST HAVE ON ENTERING THE ROLE** | **ADDITIONAL**  **KEY ATTRIBUTES ALREADY HELD OR TO BE DEVELOPED TO PERFORM THE ROLE** | **ASSESSMENT METHOD**  **e.g., application form, interview, tests** |
| **Qualifications** | Degree or equivalent Level 6 qualification  Teaching qualification: CertEd, PGCE, DTLLS | Assessor award  Verifier/IQA award | Application form  Certificates |
| **Related**  **Experience** | Experience of leading a curriculum area with successful qualification outcomes  Experience of leading the quality assurance of third parties  Experience of leading FE quality processes and providing reports to a variety of audiences  Recent experience of HE quality processes  Experience in an advisory role  Experience in developing teaching and/or assessment practice through observation and support  Experience of leading or managing a team  Experience of Ofsted inspections | Experience of mentoring and/or coaching of staff and/or managers  Experience of delivering staff development  Experience of curriculum development and implementation  Experience of carrying out quality audits  Experience of policy development  Experience of leading HE quality processes and providing reports to a variety of audiences  Experience of QAA reviews | Application form  Interview |
| **Special**  **Circumstances** | Some evening or weekend working may occasionally be required | Able to work within traditional academic holiday periods | Interview |
| **Knowledge, skills and abilities** | Understanding of principles of quality assurance in FE and HE including teaching, learning and assessment practices, including IQA  Knowledge and understanding of Ofsted inspection regime  Knowledge and understanding of QAA processes  Ability to work independently within tight timescales and under pressure  Able to analyse and interpret complex data  Effective written and verbal communication skills  Evaluative and analytical skills  Able to influence others throughout the college hierarchy | Able to represent the college and its managers externally | Application Form  Interview  Reference |
| **Disposition and approach** | Exhibit behaviours in line with CRC values  Learner focussed  Flexible  Patient  Assertive  Professional approach  Comfortable in an advisory capacity  Comfortable in a service environment  Commitment to Equality and Diversity  To promote and safeguard the welfare of children and vulnerable adults. |  | Interview  References |