

Our Vacancies

Quality Assurance Manager

Directorate:

Communities and Neighbourhoods (CaN) Assistant Director of Employment & Training

Team:

Employment and Training

Responsible to:

Responsible for:

5 x Tutors, Community Training Assistant

Grade:

PO3

Purpose of Job

As the Quality Standards Manager you will manage the quality requirements for the Employment and Training team. You will be fully conversant with the requirements of OFSTED and Matrix and will ensure that we are always ready for inspection. You will ensure that our clients are at the heart of our service and the feedback and satisfaction is a priority. You will have considerable experience in a learning environment in a senior role managing quality in training delivery and be confident to challenge poor practice. You will have a track record in motivating staff and trainers, expecting excellent practice and high standards. You will support, monitor and coach the training delivery team to maintain competencies and identify areas of improvement. You will be responsible for managing the Self-Assessment process, lead on quality improvement planning and quality assure training delivery and assessments. You will have demonstrable ability to work under pressure, meet competing deadlines and organisational priorities.

Main Duties and Responsibilities

Strategic

- To support the development and implementation of an effective delivery strategy and work-plan for Employment and Training programmes which tackle worklessness and promote skills development.
- To set high and consistent standards for the delivery of qualifications which will support the achievement of quality assurance accreditation and quality requirement set by External bodies and OFSTED ensuring the service achieves a rating of no less than Grade 2.
- Develop an annual quality calendar
- To keep up to date with relevant changes in the field of Employment and Training and have a good awareness of national and local policies, guidelines and good practice which impact on the service.

Operational

- Be responsible for the OFSTED Self- Assessment Report (SAR)
- To lead on the Quality Improvement Plan and produce and keep this updated
- Quality assure training delivery and assessment by checking through lesson plans, schemes of work,

resources used by delivery staff and feedback provided to learners

- Manage the CPD of all training delivery staff ensuring the delivery team maintain key competencies, identifying and supporting areas of improvement
- Organise and conduct observation of training delivery and provide feedback at regular appraisal meetings of the delivery team
- Ensure standards are maintained across the delivery of training through regular Standardisation meetings
- Manage communication with Awarding bodies, lead on all EQA visits, ensuring Direct claim status is maintained and oversee external examination arrangements
- Deliver and oversee Internal Quality Assurance and be the responsible IQA for Functional Skills
- Ensure all external quality accreditations are maintained
- Lead on OFSTED visits and develop and implement internal systems and processes to ensure positive inspection outcomes.
- Review and update all policies related to the service

Performance Management

- Ensure all outputs and targets relating to qualification achievements are achieved
- Prepare and present written statistical reports to the management and funders
- Carry out regular spot check of staff to ensure compliance with all funders and regulatory requirements
- Develop and implement a process of audits and mock inspections
- Ensure all staff deliver to the quality as set out in the Matrix Standards, AEB and Awarding bodies

Staff Management

- To manage the Community Training Assistant and Training delivery staff ensuring that suitable performance targets and standards are set, regularly monitored and reviewed; that staff appraisals are carried out. Ensure supportive staff induction and coaching for teaching improvements and strong mentoring and staff development.

Service Promotion

- To analyse feedback from clients and use this for reviewing and planning course contents and delivery with tutors

Underpinning

- To attend internal and external meetings relevant to Poplar HARCA employment and training projects, as required.
- To uphold and promote Poplar HARCA's Equality and Diversity Policies in all aspects of these duties.
- To operate with due regard to Health and Safety, Safeguarding, Vulnerable persons and other relevant corporate policies and strategies.

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- To work unsupervised, and in a position of authority, with a range of local residents (including young people and vulnerable people) on an intensive basis.

Person Specification

All criteria are essential unless stated otherwise.

Education/ Qualifications/ Training	Assessor and Internal Verifier Qualification or equivalent professional qualification
Skills	a. Excellent written, verbal, inter-personal communication skills b. Computer literate and extensive working knowledge of MS office and database systems c. Skilled in using excel spreadsheets to manage data d. Ability to analyse data and produce management reports e. Leadership , coaching and motivational skills f. Designing training material g. Internal Quality Assessment h. Highly organised and able to perform well under pressure i. High level of commitment to improving people's lives through learning
Experience	Experience of: a. 3 years' experience in a senior-level quality assurance role in the education sector b. Raising the quality of education c. Leading OFSTED inspection d. Producing Self-Assessment reports and Quality Improvement Plans e. Developing and updating policies related to training and education f. Managing observation of training and standardisation meeting g. Developing and implementing internal systems and processes to ensure positive inspection outcomes h. Managing relationships with Awarding bodies i. carrying out spot checks and mock inspections j. managing quality systems k. Experience of managing, coaching and motivating staff l. Coming up with new and creative ideas to find solutions to problems
Knowledge	a. OFSTED and the latest Common Inspection Framework b. Requirements of the Matrix standard c. National and regional policy context of the adult education sector. d. GLA AEB and ESF policies and requirements. e. Safeguarding, data protection and confidentiality f. Requirements of Awarding bodies g. Awareness of issues which may arise when working within diverse communities with diverse needs

Key Competencies

- a. Putting others first
- b. Achieving Results
- c. Open to change
- d. Informed and informing
- e. Personal Progress
- f. Partnership Working
- g. Problem Solving

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