

Job Description



Job Title: Quality Assurance Manager	Service Area: Our Newham – Learning & Skills	
Directorate: Community Wealth Building	Post Number: Fusion	Evaluation Number:
Grade: PO5	Date last updated:	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Background

Newham Community Wealth Building

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities that exists.

Overall Purpose of Job

The post holder will provide management of key quality assurance processes and lead on monitoring, improving and enhancing learner experience and supporting quality of teaching, learning and assessment. They will develop, implement and manage new processes for supporting learner wellbeing and providing pastoral support.

Following Our Newham – Learning & Skills Curriculum Strategy to become a leading provider of lifelong learning in London and beyond, the post holder will support teaching and support staff and managers with the implementation of quality enhancement and with creating outstanding learning, teaching and assessment so that the area becomes and remains outstanding and develop and sustain strong financial health in the long term.

Job Summary

Grade	P05
Teaching requirement:	115 contact hours per academic year
Responsible to: Responsible for:	Our Newham – Learning & Skills Quality Lead and dotted line to Curriculum Coordinators, Course Leaders and Tutors to support quality enhancement and assurance

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Manage quality assurance processes across both accredited and non-accredited programmes our internal quality assurance meets the awarding bodies' requirements and all accreditation processes are robust

1. Design and implement robust quality assurance processes for accredited and non-accredited programmes and manage compliance across the service with all relevant requirements and timely completion of all required quality work.
2. Liaise with external examiners, awarding bodies, examination boards and other external bodies to ensure that internal quality assurance systems are compliant with external standards.
3. Conduct and contribute to regular audits, sampling, work scrutiny and reviews to ensure that internal quality assurance systems are compliant with both internal and external standards.

4. Lead on standardisation, moderation, RARPA and key IQA processes across the service, supporting curriculum staff with ensuring both accredited and non-accredited courses are quality assured, as directed by quality lead.
5. Ensure local curriculum quality improvement plans are updated regularly and used to drive improvements, providing monthly updates of the service Quality Improvement Plan.
6. Ensure accurate and robust assessment processes are used across the college to support learner progress and achievement, meeting Awarding Organisation requirements, including internal and external verification processes, with clear reporting to Quality Lead, Curriculum Managers, Coordinators and Course Leaders.
7. Provide all Lead IQAs with training and support related to internal verification, review sampling requirement and awarding body policies and guidance on IQA and ensure they are adhered to.
8. Work closely with curriculum and exam teams ensuring all students are registered for exams and accreditation within deadlines set by the awarding body and that all necessary exam access arrangements all in place with JCQ procedures followed.
9. Deputise for Quality Lead and be the nominated quality contact for awarding bodies if required. Develop good working relationships with awarding bodies.
10. Support the Quality Lead and all curriculum staff in ensuring the Service's systems and policies for quality assurance and improvement including the observation of teaching & learning and assessment, standardisation procedures & RARPA strategy are followed as required.
11. Report accurately and in a timely fashion on all aspects of quality assurance and compliance, providing data and taking actions as appropriate. Lead on internal and external verification processes.

Develop staff, resources and processes to raise standards of learning, teaching and assessment across the service, enhancing quality of education to secure an outstanding student experience.

12. Undertake approximately 115 annualised hours of teaching every year including tutorials as required. (The amount of teaching required by the post holder can be flexed depending on the amount of provision and operational needs). Deliver high-quality teaching within your specialist area, leading by example.
13. Schedule and conduct learning walks and classroom visits (observations of teaching, learning & assessment) of teachers. Support tutors and observers in implementing quality enhancement actions.
14. Provide ongoing and intensive support, including induction of new staff, training, development opportunities, mentoring and coaching as necessary to individuals and teams, to ensure innovative and inspirational teaching is consistently delivered across all curriculum areas

15. Advise on any new quality and delivery developments to ensure the Service performs effectively and to the highest standards that meet and exceed Ofsted 'Outstanding' standards.
16. Advise, support and train staff in quality assurance and improvement processes so that our ambition, vision and values are adhered to.
17. Support others in pursuing innovation within the quality of curriculum and enrichment in order to enhance learning, teaching and assessment, encourage student progression, both internally and externally, stimulate growth and enhance the profile and reputation of the organisation.
18. Ensure any student complaints are appropriately investigated and responded to in line with council policies and procedures.
19. Model inspirational practice in quality enhancement, motivating, supporting, coaching and mentoring staff to achieve outstanding learning, teaching and assessment, putting our students first at everything we do.
20. Ensure all staff work at the highest possible education standard through planning, and delivering effective and appropriate training and continuous development programmes.

Ensure the service provides excellent support to student wellbeing and suitably addresses any pastoral needs of our learners.

21. Provide management of all activities related to student wellbeing and enrichment both within the classroom and online. Implement relevant enhancement actions and/or processes and procedures, supporting staff where necessary.
22. Work with colleagues to 'capture the learners' voice', making sure students are represented in shaping the service. Administer regular surveys and student focus groups, providing opportunities to students to feedback on their experience as directed the Quality Lead.
23. Work closely with the Inclusive Learning Manager to ensure all ALS needs are addressed and students with diverse needs and disabilities receive appropriate support, teaching, learning and assessment with focus on narrowing any achievement gaps.
24. Design and implement new processes for assessing and supporting learners' pastoral needs, liaising with internal staff, relevant agencies and external bodies to create suitable referral routes where necessary to create excellent learner experience and a successful learner journey.

Other Duties

25. Be committed to Continuous Professional Development (CPD), keeping up-to-date and meeting any annual requirement for CPD and scholarly activity as required.
26. Assist with cross-Council staff development as appropriate.
27. Contribute to the effective management and promotion of equality, diversity inclusion.
28. Work in accordance with the Health & Safety at Work Act and the Council Safeguarding and Prevent procedures, ensuring the Council is a safe environment for staff, students and visitors.
29. Work at all times in accordance with council's policies and procedures, using them consistently and appropriately in the management of the subject area.
30. Undertake duty management on a rota basis.
31. Work flexibly across the Learning & Skills service, including evenings, weekends and occasional public holidays, in order to meet service requirements.
32. Carry out such duties as may be required from time to time by the council that are appropriate to the grade of the post

Person Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
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<p>KNOWLEDGE:</p> <p>Extensive teaching expertise and an excellent understanding of pedagogy, including developments related to adult students and 19 year olds.</p> <p>A good knowledge and commitment to Safeguarding, Prevent Duty and Health and Safety as they relate to quality assurance and enhancement</p> <p>A good knowledge of equality and diversity matters with a proven track record of promoting diversity within both a curriculum and employment context.</p> <p>Knowledge and understanding of quality improvement frameworks and current developments with external regulators and awarding organisations (Ofsted, QAA, TEF, JCQ, Pearson, City & Guilds, NCFE etc.)</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>An appropriate qualification at degree level or above (or equivalent) in a relevant subject</p> <p>An appropriate teaching qualification (DTLLS /PGCE / Cert Ed or Level 5 Diploma in Education & Training or equivalent) plus relevant continuous professional development.</p> <p>A management qualification (or working towards)</p> <p>Assessor qualification</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p>	

A strong practitioner with substantial academic background / credibility in one or more of the subject areas / sectors within the curriculum	Application and interview
Experience of working in an adult education or similar environment, with a commitment to the ethos of adult education and knowledge of current developments and issues in the sector.	Application and Interview
Significant experience of successfully implementing quality improvement and contributing to improved outcomes (including in inspections)	Application and Interview
Understanding challenges involved in enhancing and improving teaching, learning and assessment and how to address them	Application and Interview
Skills and recent experience of carrying out formal observations of teaching and learning, feeding back to staff and monitoring improvements	Application and Interview
A proven, successful track record in the planning, implementing, managing and overseeing internal and external quality assurance processes	Application and Interview
Experience of leading teams in the use of learning technologies to facilitate quality learning and teaching	Application and Interview
Demonstrable ability and impact of improving student achievement.	Application and Interview
Understanding of interventions that enhance student wellbeing and mental health	Application and Interview
	Application and Interview
	Application and Interview

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>An excellent understanding of customer care and of quality improvement systems, with experience of their implementation and a commitment to their use to raise standards and achievement.</p> <p>Excellent organisational skills with the proven ability to meet targets and deadlines.</p> <p>Excellent interpersonal skills with the ability to work as part of the wider organisation team and relate effectively with people at all levels of the organisation.</p> <p>Excellent written and verbal communication skills, with the ability to listen, analyse and express issues in a manner appropriate to the audience.</p> <p>Good digital skills with the ability to use them both to ensure compliance but also enhance teaching, learning and assessment.</p> <p>Demonstrable commitment to learner success</p>	<p>Application Form/Interview/Test</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work flexibility to maintain service delivery.</p>	<p>Application Form/Interview</p>

Willingness to work independently as well as with any relevant stakeholders	Application Form/Interview
Duties undertaken by this post will require the post holder to have a fully enhanced DBS	Application Form/Interview
This post is exempt from The Rehabilitation of Offenders Act (1974) .	Application Form/Interview