

Job Title	Quality and Performance Compliance Manager
Base	Home Based
Report to	Head of Centre
Hours	37.5
Status	Permanent
Salary	TBC depending upon experience and qualifications

JOB SPECIFICATION

Purpose of the post

Responsible for the Teaching, Learning and Assessment quality and performance monitoring and curriculum staff performance across NGTC, ensuring the highest quality of teaching and learning experience for all of our learners and apprentices.

To manage, develop, implement and drive forward quality improvements by monitoring staff performance and quality and performance indicators in line with the Ofsted Common inspection framework.

To achieve outstanding quality delivery overall, embed and drive a quality improvement culture across all aspects of NGTC provision.

To work with senior managers and directors to promote and develop quality and best practice in all aspects of teaching learning and assessment, including benchmarking NGTC provision against local and national competitors.

To lead the management and development of quality and performance monitoring systems and processes in relation to 'The Learner Journey' within NGTC Group, provision includes, traineeships, apprenticeships and unemployed short courses curricula ensuring Ofsted compliance at all times.

To respond to opportunities for funding support through partnerships or new government initiatives.

Job description – Main Responsibilities

Quality

Meet Quality requirement of EFA/SFA/ESF subcontracting contracts

- Develop and implement Teaching, Learning and Assessment quality assurance, policies and procedures across the NGTC Group in line with Common Inspection Framework (CIF)
- Oversee and manage quality awards and kite marks e.g. matrix and IIP.
- undertake data analysis, including benchmarking, trend analysis to inform quality improvement strategies where required
- Oversee the timely completion of a high quality and rigorous Self Assessment report and undertake robust in-year reviews against targets and actions.
- Coordinate the completion of-course level reviews & evaluations
- Create, monitor and implement QIP actions in liaison with Centre Manager and Project leaders.
- Carryout and track Teaching/Assessment Observations to meet Quality Policy requirements and inform the staff appraisal process.
- Manage and deploy learner support.
- Oversee and manage tracking systems and ensure the data informs the quality improvements.
- Manage and maintain awarding body, centre approval and status.
- Manage Centre Administrator duties and responsibilities.
- Develop/maintain Quality Processes and Procedures in keeping with external drivers such as Ofsted and other relevant stakeholders.
- Ensure delivery and assessment records are robust, transparent and inform CRE and SAR
- Manage IQA and EQA processes
- Achieve/maintain direct claim status
- Identification of archiving requirements
- Liaise with partner colleges to ensure all contractual requirements are met

Safeguarding / Prevent / British Values

- Develop, monitor and embed policies across staff and NGTC Group
- Act as designated safeguarding officer
- Manage and co-ordinate learning support officer and implement learner support.
- Monitor, mentor learner support staff for effectiveness
- Ensure all stages of delivery embeds Safeguarding, Prevent, British Values and NGTC values.

General

- Report direct to Head of Centre
- Understand contribution to Strategic Plan, share objectives with staff within Line Management remit and set KPIs accordingly.
- Help drive quality improvements across the business and ensure an Ofsted readiness
- Ensure work is of a high quality and company procedures and policies are followed at all times.
- Engage in personal professional development to keep up-to-date in industry/commercial issues, attend mandatory training,
- Present NGTC in a positive way at all times with staff, external clients, learners and customers
- Work flexibly and efficiently in order to meet company needs, whilst maintaining the highest possible professional standards.
- Bring new ideas and approaches.
- Comply with HR and Health and Safety Policies at all times.
- Maintain confidentiality and security of data at all times.
- Give general help and support across all areas of the business nationally in relation to staff training.
- Demonstrate high levels of integrity and act as a role model for staff.
- Be positive, approachable and encouraging with all staff.

Colleges and Sub-Contractors

- Act as main point of contact
- Ensure achieve college quality targets
- Develop and maintain highly professional working relationships
- Act as nominee to support Ofsted inspections
- Produce monthly / quarterly performance reports
- Responsible for the management and-Implementation of audit function
- Implement, monitor and review action plans to address underperformance

Staff

- Line management of Quality and Audit Officer, Health and Safety Officer and Learner Support Officer

Add into person spec-

- be familiar with outcome data, including QAR, retention and timely achievement.
- Have performance analysis and report writing experience.

Person Specification

KNOWLEDGE/EXPERIENCE/AWARENESS	E – Essential D - Desirable
Have minimum of 3 years' experience working within the FE sector	D
Have experience of working within the Further Education sector as trainer/assessor/IV	D
Be familiar with Qualification , Curriculum and OFSTED (CIF) Frameworks and requirements	E
Be familiar with Education Funding Agency, Skills Funding Agency and ESF funding guidelines for eligibility purposes	E
Experienced in working within or close alignment with awarding bodies	D
Experienced in continuous quality improvement activities and report writing	D
Experience of quality systems e.g. ISO, 9001, Matrix	E
Conducting teaching, learning and assessment observations	E
EDUCATION/TRAINING	
Education to degree level or equivalent experience	E
V1 Internal Verifier award	D
A1 Assessor awards or equivalent	D
Have good literacy and numeracy skills to a minimum of a Level 2	E
Level 4 qualification or above	D
Confident ICT user to a minimum of level 2	E
Relevant qualification in quality systems or quality management	E
INTERPERSONAL SKILLS	
To develop effective professional relationships with awarding bodies, colleges and other organisations in connection with Further Education Sector and training	E
To communicate clearly, concisely and authoritatively	E
Have effective communication and report writing skills	E
Be able to demonstrate the ability to work successfully with diverse teams	E
PERSONAL QUALITIES	
Have excellent organisational and time management skills	E
Have the ability to pay attention to detail	E

Be patient, honest and reliable	E
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Conditions of Service

- Must agree to a DBS check
- Probationary period: 6 months (or as agreed on commencement of short contract)
- Travel will be required to other sites, to employers and to meetings so car-owner/driver is necessary. A mileage allowance will be paid.