



**Job description for:           QUALITY MANAGER**

**Reporting to:                   COMPANY DIRECTOR**

**POST SUMMARY:**

- To lead on Quality assurance, coach and mentor the tutors, assessors and other staff members.
- To work with Lead and other IQA's to produce a standardised approach to QA.
- To be responsible for ensuring timely achievement for every apprentice across the provider.
- To monitor and report on progress of all staff and learners.
- To oversee all sites and courses to ensure funding and apprenticeship guidance is being followed.
- To manage all staff and hold responsibility for the day to day running of the courses.

**MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE:**

- Ensure that teaching and learning improvement strategies identified through the quality cycle, observations and audits are consistent and effective across the provider and effective actions are identified to support and develop the delivery.
- Plan with and work alongside key stake holders and assess a caseload of learners remotely and in the workplace leading to successful gateway readiness.
- To be the point of contact for all awarding bodies, centres, staff and employer where needed.
- Maintain the quality of the provision across all centres and all delivery.
- Carry out regular visits and audits of the centres to
- Reviewing existing procedures to ensure they meet funding guidance and Apprenticeship funding rules
- To take an active role with the Director to develop a robust self-assessment/quality improvement plan and curriculum plan.
- To be the Quality nominee in relation to specified Awarding Organisations.
- To analyse performance and report on progress against Key Performance indicators/targets to the Director
- To review, monitor and evaluate the effectiveness of the internal quality improvement and assurance procedures on an annual basis to ensure robustness, currency and fitness for purpose.
- Act as an internal verifier or moderator if required and ensure IV/IM procedures are robust and rigorous.
- To provide focused support for curriculum areas which have been identified through the quality assurance process as requiring direct intervention.
- To ensure the companies assessment and approval procedures are aligned with Awarding Organisation regulations and include any partners involved in the education and training of company learners, including third part providers and employers of work-based learners.
- To lead internal quality assurance audits and reviews identifying key themes for improvement and to ensure compliance with the companies systems and best practice.
- To support the curriculum planning process and lead on the approval of new provision.
- To manage the process for applications to Award Organisations for new course/centre updates.



- To act as a liaison/contact point for Awarding Organisations to ensure quality and to communicate all developments to appropriate colleagues.
- To disseminate best practice in terms of Teaching, Learning and Assessment. To manage risk of the internal quality improvement process ensuring consistency across all aspects of the provision.
- To carry out observations and walkthroughs of learning activity and report on any improvements required.
- To deliver training to the companies teams as part of the Staff Development programme.
- To liaise with the Awarding Organisations to ensure effective, efficient and timely registrations and unit/qualification claims.
- To ensure all external verifier visits across Company are planned, reports are collected and the findings disseminated across the company and actions completed.
- To champion the use of e-assessment and e-learning across the company.
- To promote teamwork through regular meeting with staff and centres.. To comply with all legislative and regulatory requirements.
- To apply the company's own safeguarding policy and practices and attend training as requested.
- To keep up to date with all relevant quality related methodologies and developments
- Maintaining documentation of procedural changes
- Manage the team of staff within the company and carry out regular meetings with staff. Manage staff caseloads and deal with day to day issues that arise.

Geographical area: Nationwide



**PERSON SPECIFICATION:**

**Qualifications:**

	Essential	Desirable
Hold a Level 3 vocational qualification or equivalent.	✓	
Hold CAVA L4 or equivalent	✓	
Hold a teaching qualification, AET or equivalent,	✓	
Possess or working towards a minimum Level 2 qualification in English and Maths	✓	

**Knowledge and experience:**

	Essential	Desirable
Relevant and current experience working within the Quality sector	✓	
Experience of working in a variety of settings with flexible working arrangements	✓	

**Skills:**

	Essential	Desirable
Microsoft Office skills appropriate to post	✓	
Excellent interpersonal, written and verbal communication skills	✓	
Honesty, integrity, professionalism and respect for confidentiality	✓	
Outstanding organisational skills with the ability to work under pressure, be flexible and resilient.	✓	

**Behaviours:**

	Essential	Desirable
Able to meet people with ease and build beneficial relationships.	✓	
Able to counsel, negotiate and advise others	✓	
Able to motivate others to succeed	✓	
Possess self-confidence	✓	
Able to work to a high standard and maintain quality.	✓	

**Other qualities:**

	Essential	Desirable
Car driver		✓



Good interpersonal skills	✓	
Effective organisational skills	✓	
Prepared and able to promote equal opportunities and anti-discriminatory practice	✓	
Prepared to work in accordance with the company Health and Safety and Safeguarding policies	✓	

**If your application is successful, your personal data may be used for a pre-employment screening check by a third party as permitted by applicable law. Depending on the vacancy and applicable laws, a pre-employment screening could include, employment history, education and other information (such as media information) that may be necessary for determining your qualifications and suitability for the role.**

**O.S.A.T Ltd is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.**

**Any appointments will be subject to receiving references, enhanced DBS checks and a check of the DfE Barred List**

Start date 30/4/24

End date 17/5/24