

Information Pack

Head of Quality and Standards

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Open Awards

Introduction

Set up in 1981, Open Awards (formerly Open College Network North West Region) has been in business for over 35 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 24 full-time and part-time staff and a number of external moderators who are currently contracted on an annual basis. The range of services we offer is extensive as we aim to deliver an effective and efficient service.

We welcome applications from all sectors and communities and are able to make specific arrangements and adjustments for candidates whose circumstances require this.

What We Do

Open Awards is a partnership of many different organisations, including Further Education Colleges, Higher Education Institutions, Voluntary and Community Organisations, and Employers. We are an Awarding Organisation recognised and regulated by OfQual to develop and approve units and qualifications for inclusion in the register of regulated Qualifications. We are also recognised by the Quality Assurance Agency for Higher Education (QAA) as an Access Validating Agency (AVA) to develop and approve Diplomas leading to entry to Higher Education.

We work with education and training organisations to promote quality and access in education and training so that individual learners can obtain nationally recognised credit and qualifications for achievements.

Open Awards encourages the development of qualifications to meet the needs of adults under-represented in education and training. We work with schools, employers and training providers to develop alternative qualifications for learners. Each year thousands of learners use our credits to progress on to other courses and qualifications in Further and Higher Education, in the community and in the workplace.

Open Awards seeks to:

- improve education and training opportunities for learners;
- ensure flexibility of learning opportunities;
- provide progression opportunities through credit accumulation and transfer arrangements; and
- provide and enhance equality of opportunity in all aspects of the learning environment.

The vision, mission and values of Open Awards are:

Vision: To change lives through learning.

Mission Statement: To support educational achievement for all learners.

Values:

- **Excellence**
To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- **Respect**
To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- **Innovation**
To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- **Aspiration**
We strive to be visionary and influential

Open Awards Services

Open Awards offers a high quality accreditation and certification service for education and training. We are committed to offering:

- Value for money, including reasonable recognition and certification charges and a not-for-profit ethos.
- Contact with knowledgeable and responsive staff, who have curriculum expertise and offer detailed professional support.
- Access to a network of education and training organisations.
- An efficient administrative and certification service, with clear service standards.
- A commitment to promoting wider access to learning, equality of opportunity and recognition of achievement.
- Access to a comprehensive range of services, support workshops and training.

In particular Open Awards offers access to:

- Full advice and support for Open Awards accreditation, units and qualifications.
- A bank of approved units of achievement and qualifications.
- Staff development activities and curriculum forums to support networking, good practice and collaboration, and a range of specific training activities.

How to Apply

Candidates should complete the application form outlining how they meet the criteria for the post (max two sides A4).

Completed forms should be returned to:

Eve Burgess
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
Eve.burgess@openawards.org.uk

The **closing date** for applications for the post is Friday 24th November at midday.

Open Awards

JOB DESCRIPTION

TITLE OF POST: **Head of Quality and Standards**

RESPONSIBLE TO: **Chief Executive Officer**

STATUS: **Full Time Permanent**

FUNCTIONS OF POST:

To provide strategic management of quality assurance and standards to meet OfQual and Quality Assurance Agency (QAA) regulatory requirements.

To develop, manage and review the Open Awards quality assurance systems, self-assessment reports and quality improvement processes to ensure compliance with regulatory requirements.

To develop, implement and manage training and support provision for providers to enhance external quality assurance.

To manage the Quality team and external verifiers/moderators and ensure they are appropriately trained.

To manage the production of Centre and Verifier Handbooks, quality policies, procedures and documentation.

To attend at strategic National events held by regulator, funders and others relevant to Quality Assurance.

To lead on the overall assessment strategy for Open Awards to ensure validity and rigour in awarding. Liaise with the Head of Business and Development regarding the validity, risk and regulatory compliance.

To be a proactive member of the Management Team and provide day to day support for the effective and efficient operation of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

1. Operational management

To lead, manage and develop the Quality Officer, Lead Quality Reviewers and External Quality Assurers.

- Ensure that all those involved in quality assurance and standards are trained in the organisation's systems and policies.
- Organise and hold regular team meetings and staff development events.
- Ensure that all quality assurance staff have appraisal and performance review meetings in line with the organisation's policies.
- Development and implementation of actions to meet operational and strategic targets as set out in the organisation's strategic and business plans.
- Implement and manage the organisation's quality assurance system for regulated (QAA and OfQual) and unregulated provision.
- Implement and manage the development of Open Awards quality assurance systems and capacity for providers.
- Develop, monitor, evaluate and review internal and external service standards set by Open Awards. Undertake customer satisfaction and perception surveys to inform the review, monitoring and evaluation of Open Awards performance in conjunction with the Customer Relationship Manager.
- Design, plan and ensure implementation of a cycle of standardisation to meet regulatory responsibilities.
- Set and achieve challenging targets that respond to changes and developments within the regulatory environment.
- To recruit external consultants as required.
- Analyse and report on the performance of Open Awards with regard to its key activities and propose actions and targets to improve performance year on year.
- Attend national networks/events as speaker or delegate and disseminate information to Management Team.

2. Reporting

- Draw up annual planning cycle for reporting to Board/Committee and Regulators.
- To develop the Quality Improvement Planning process and report to the Board.
- Provide reports on quality assurance, self-assessment and standards to the CEO, Board, Committees and regulators.

3. Support and Training.

- Manage and deliver training to external verifiers/moderators as required.
- Plan, review and evaluate a programme of support and training for provider organisations to enhance quality assurance and support the safe and secure award of credit

4. Finance

- Monitoring the budgets within quality and standards and ensuring that financial controls are in place to prevent budget overspend.
- In conjunction with the Chief Executive, to be responsible for the setting and monitoring the support and training budget.

5. General Responsibilities

- To travel to and work from any site that the duties of the job may require.
- To carry out any other duties as specified, from time to time by the CEO.
- To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards.
- To disclose any incident, act, conviction, finding, disqualification or proceeding which may lead to consideration of the suitability to act as a Senior Officer of the organisation. This post is subject to a Standard Disclosure.

Personal Attributes

- Confident strategic thinker capable of understanding policy and regulatory requirements.
- Excellent written and oral communications skills including the ability to address audiences of varying sizes.
- Ability to attend and participate in national Forums and meetings.
- Passionate about education.
- Attention to regulatory and legal requirements.
- Ability to work as part of a strategic Management Team and provide leadership across the organisation.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job Description Updated November 2017

Person Specification

Post Title: Head of Quality and Standards

Note to Applicants:

This Person Specification identifies the criteria required for this post.

Applicants should address these within your application.

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Hold a qualification at degree level with evidence of continuing professional development.	Essential
Experience	2. Extensive knowledge and expertise in education, training and assessment.	Essential
	3. Experience of working in an environment where customer expectation, quality of service and responsiveness are core business values	Essential
	4. Experience of strategic management of business / quality development.	Essential
	5. Extensive knowledge and expertise in self-assessment and reporting against internal and external standards, external quality assurance for unit and qualifications, verification systems, standardisation and quality standards.	Essential
	6. Up to date experience of education sector and meeting requirement of a regulator.	Essential
Skills	7. Understand the business environment and key trends in education and training, the effect of regulation and Government policy and how these will impact on the future operational needs of Open Awards policy, processes and resources.	Essential
	8. In depth understanding of the regulatory environment for qualifications and verification processes.	Essential
	9. A knowledge and understanding of credit based qualifications.	Essential
	10. Knowledge of developing, implementing and evaluating action plans which support the strategic and operational plans of an organisation and ensure that targets for growth and diversification are met	Essential
	11. Work effectively with Open Awards staff to support and promote successful individual and team working.	Essential
	12. Understand the need for financial planning and the management and monitoring of budgets.	Essential
	13. Have the capability to develop implement and	Essential



	<p>evaluate quality assurance systems to support the operational activities of Open Awards.</p> <p>14. Strong communication skills (verbal and written). Communicate, influence and negotiate effectively with staff, external organisations and other stakeholders to support and promote the mission and operational objectives of Open Awards.</p> <p>15. The ability to initiate and develop good practice and to contribute to the strategic development of the organisation.</p> <p>16. Understanding of HR practices in the management of staff.</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
Abilities	<p>17. Ability to lead a team</p> <p>18. Ability to innovate</p> <p>19. Ability to build and maintain effective partnerships</p> <p>20. Proven commitment to equality, diversity and environmentally friendly practices</p> <p>21. Ability to work under pressure and to deadlines</p> <p>22. Ability to attend and participate in national Forums and meetings.</p> <p>23. Ability to address audiences of varying sizes.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Commitment	<p>24. A commitment to Equality & Diversity</p> <p>25. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards</p> <p>26. Commitment to customer service</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
Other	<p>27. Confident strategic thinker</p> <p>28. Be adaptable, flexible and open to change.</p> <p>29. Willingness to travel within the region and nationally</p> <p>30. Willingness to work unsociable hours as the job demands</p> <p>31. Willingness to undertake staff development activities.</p> <p>32. Passionate about education.</p> <p>33. Subject to Standard Disclosure</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>