



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Director of Quality
Reports to:	Managing Director, Education Operations
Location:	Flexible
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	Accountable for the standards and outcomes of delivery across the QA group, acting as the operational protector of a high quality experience. Drives regulatory and legislative requirements, ensuring risk is managed across the group.
Key Responsibilities	<ul style="list-style-type: none"> <li>• Learner outcomes meeting or exceeding business, programme and sector expectations.</li> <li>• Maintaining good or outstanding Ofsted outcomes.</li> <li>• Driving operational performance in a team who ensure our learners success; throughput of learners achieving their programme, issue management and pass rates with awarding bodies and other external stakeholders.</li> <li>• Maintaining required accreditations such as Matrix and RoATP.</li> <li>• Manage quality standards and audits across the Learning Business working with accrediting bodies and examination institutes</li> <li>• Lead, manage and monitor the production and implementation of the Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)</li> <li>• Use NPS and TQI data to inform areas of focus, challenging teams across the area and being accountable for quality reporting, continuous improvement and input into the Group Quality Committee</li> <li>• Meeting legislative requirements such as SEND, E&amp;D, Safeguarding, Prevent and safety of learners across the group.</li> <li>• Centre management of awarding organisations &amp; EPAO's ensuring cost effectiveness, meeting SLA's and high level pass rates</li> <li>• Set standards, policies and build relationships with vendor and accrediting bodies, ensuring that QA deliver to quality standards and provide world class education.</li> <li>• Own the quality of teaching and learning across QA's Apprenticeships and Learning businesses and ensure it is of a market leading standard.</li> </ul>
KPIs & SLAs	<ul style="list-style-type: none"> <li>• Pass rates by programme.</li> <li>• QAR, timely achievement, retention and withdrawal rates.</li> <li>• Operational KPI's of learner throughput, capacity</li> </ul>

	<p>management &amp; resulting learner outcomes.</p> <ul style="list-style-type: none"> <li>• Ofsted Grade 2 or above</li> <li>• Achievement against committed QIP &amp; SAR targets, utilising the mechanisms as business drivers.</li> <li>• ESFA audit error rate</li> <li>• NPS and TQI</li> <li>• Skills Gap Analysis profiling &amp; teaching &amp; learning effectiveness metrics.</li> <li>• Learners progress on their programme as per the expected business and pedagogical requirements.</li> <li>• Financial targets &amp; budgets</li> </ul>
Key Working Relationships	<ul style="list-style-type: none"> <li>• Delivery Managers</li> <li>• Peer group across the sector.</li> <li>• Compliance Team</li> <li>• Trainers &amp; Digital Learning Consultants</li> <li>• Delivery Director.</li> <li>• Commercial and Sales Directors.</li> <li>• Finance director</li> <li>• ESFA and other external body relationships</li> </ul>

### 3. ABOUT YOU

Your Competencies	<ul style="list-style-type: none"> <li>• Quality subject matter expertise and experience.</li> <li>• Multiple stakeholder management &amp; engagement</li> <li>• Operational experience in using KPI's to drive, increase and improve performance.</li> <li>• Commercial acumen and judgement.</li> <li>• Experience in delivering improvement at scale, bringing others on the change journey.</li> <li>• High quality customer service and learner focus.</li> <li>• Critical thinking and problem solving</li> <li>• Professional &amp; an expert within the sector</li> </ul>
Your Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Business Ofsted nominee and lead</li> <li>• Operational experience in managing a team with day to day outcomes driven by SLA's.</li> <li>• NPS/learner feedback experience in using data to drive improvements and measure performance.</li> <li>• Strong links with external networks</li> </ul> <p><b>Preferable</b></p> <ul style="list-style-type: none"> <li>• Apprenticeship sector knowledge</li> <li>• Managed Ofsted inspections for a large provider</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>• Extensive knowledge of regulations and legislation within apprenticeships</li> <li>• Educational governance</li> <li>• Political agenda in education and impact on the organisation</li> </ul>
Your Qualifications	<ul style="list-style-type: none"> <li>• Higher level or degree management qualification</li> <li>• Teaching qualification or similar</li> </ul>

	<ul style="list-style-type: none"><li>• Some IT sector qualifications/experience would be advantageous.</li></ul>
What you'll bring to QA	A professional, sector expert bringing innovative and forward thinking change to drive an outstanding learning experience for our learners whilst ensuring multiple divisions remain compliant to regulations and legislation.