

Job Profile: Quality Manager

Introduction

Agored Cymru is a Welsh awarding body for education and training providers in Wales and beyond.

As a registered charity and social enterprise, we are committed to ensuring that learners of all ages and abilities maximise their potential.

Our qualifications are widely recognised, valued and respected by the education sector, training providers and employers.

We offer a wide range of nationally recognised, quality assured, accredited qualifications ranging from Essential Skills to Sustainability.

We have over 30 years of unparalleled experience and expertise in developing qualifications and supporting learning, assessment and quality assurance. By using innovative and flexible approaches to develop qualifications we support the raising of skills levels across Wales and beyond.

We work with a wide range of organisations to design and develop qualifications, units and resources including:

- Welsh Government
- Colleges Wales
- Further Education Institutions
- Schools
- National Training Federation Wales
- NHS Trusts
- Local Authorities
- Higher Education Providers
- Third sector organisations

By promoting and developing products and services to contribute to the 'tackling poverty' agenda we aim to increase the positive social impact of our work.

We are committed to supporting and promoting the Welsh language and the Welsh Government's vision of a truly bilingual Wales.

Job Title:	Quality Manager
Responsible To:	Head of Quality and Standards
Salary Range:	£35,000
Office Location:	Llanishen, Cardiff (with some flexibility to work from home for up to 2 days per week)
Job Type:	Full time – 37 hours a week 12 months fixed term contract
Working Pattern:	Monday to Friday
Responsible For:	<ul style="list-style-type: none"> Managing Centre Assessment Standards Scrutiny (CASS) across a wide-ranging portfolio of qualifications regulated by Qualifications Wales and Ofqual Line management of associate staff Promoting and raising the profile of Agored Cymru products and services
Job Purpose:	<ul style="list-style-type: none"> To manage, conduct and lead on CASS across Agored Cymru approved centres To act as lead quality liaison officer across centres as appropriate
Accountabilities:	<ul style="list-style-type: none"> Manage, plan, implement and evaluate the Agored Cymru CASS processes making recommendations for continuous improvement Monitor, evaluate and report on the impact of CASS on centres and learners Risk assess all approved centres and use this to inform CASS interventions Develop, plan, implement and review the CASS cycle for all activity at approved centres based on the outcomes of a structured risk assessment activity Manage and conduct the annual centre review process across all approved centres ensuring an appropriate level of scrutiny based on the centre level CASS strategy Continuously update the centre risk management tool with intelligence gathered from quality assurance activities Monitor, review and evaluate the operation of centre review activity to ensure that the process is effective and that service standards are consistently met Manage the quality assurance aspect of the centre approval process Contribute to the quality assurance aspect of qualification development and review Manage the centre application process for qualification approval

	<ul style="list-style-type: none"> • Manage the EQA planner and associated budget control allocating appropriate EQAs in accordance with regulatory requirements. • Accurately conduct the claim verification process across all centres ensuring compliance with regulatory requirements • Conduct CASS activities against identified qualifications as required • Manage, mentor and support a team of associate EQAs. • Plan, develop, deliver, evaluate and report on a CPD/support programme for external quality assurers • Develop and publish guidance materials for external quality assurers • Manage, conduct and evaluate standardisation activity • Monitor the implementation of the Centre Action Plan (CAP) • Where appropriate, support centres under the sanctions policy through sessions relating to quality improvement • Moderate and process EQA reports and annual reviews • Liaise with associate EQAs – to provide feedback/challenge decisions where needed • Provide monthly progress reports to the Senior Management Team • Provide reports to the Quality, Standards and Regulation Committee (QSRC) as required <p>Work across internal teams to:</p> <ul style="list-style-type: none"> • develop knowledge and understanding of product development • develop knowledge, understanding and requirements of a range of regulatory bodies including QAA, Qualifications Wales and Ofqual • review, strengthen and develop effective and fit for purpose processes and documentation across access and non-access provision • review, strengthen and develop an effective process and documentation for performance management across the associate staff team. • Take on any reasonable additional responsibilities
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Experience, skills/knowledge and qualifications	Experience <ul style="list-style-type: none"> • Experience at management level demonstrating leadership and motivational skills and an entrepreneurial approach • Experience of leading and delivering high quality outcome focussed teams • Experience of internal and/or external quality assurance
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- Experience within either an awarding body or an education and/or training provider
- Experience of managing substantial workloads and conflicting priorities to meet targets and deadlines

Skills/knowledge

- Knowledge and understanding of regulatory requirements
- An ability to manage complex processes and activities
- An understanding of assessment and quality assurance in an educational setting
- Personal drive and determination to succeed
- Excellent communication skills, with the ability to produce clear, concise and objective written reports and presentations and to communicate effectively at all levels
- Passionate about tackling disadvantage and widening access
- Used to working flexibly in a pressured environment
- Committed to promoting equal opportunities
- Knowledge and understanding of the education and skills context in Wales is highly desirable whilst a working knowledge of the sector in the other UK nations is advantageous
- Commitment to promoting bilingualism and the use of the Welsh language

Qualifications

Educated to at least one of the following:

- Degree level or equivalent
- Relevant Professional qualification

Additional information

Ability to operate through the medium of Welsh is highly desirable.
Willingness to travel including occasional overnight stays

A full driving licence and use of a vehicle

This role will require occasional travel.