

JOB DESCRIPTION

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| Job Title: | Head of Quality Enhancement |
| Grade: | Management Scale Point MS06 - MS08 |
| Hours: | 37 hours per week |
| Location: | Framwellgate Moor Campus |
| Department: | Quality & Enhanced Learning |
| Accountable to: | Vice Principal |

Job Purpose

To manage institution-wide approach to quality enhancement and lead the implementation and function of quality assurance systems to achieve and maintain standards of excellence across the College.

Contribute to the operational management of the College and ensure the effective development of quality assurance and enhancement strategies to cover all College Curriculum provision and ensure that the College delivers consistently high standards of curriculum performance and responds to changes in the education and training environment.

Key Result Areas

1. Support the Vice Principal in the management of quality enhancement across the College's curriculum provision, including performance management processes and audits, to reflect best practice, the requirements of funding bodies and Inspection Bodies (E.g. Ofsted) and to deliver the strategic objectives of the College;
2. Support the Vice Principal in the leadership, development and implementation of the College Quality Strategy.

3. Support the Vice Principal to develop quality enhancement and curriculum information procedures and provide guidance, advice and support to College managers.
4. Develop and manage appropriate quality systems, processes and procedures that ensure that the College curriculum meets the needs of students and the agreed requirements of other key stakeholders,
5. Support the Vice Principal in the implementation of innovative approaches to managing curriculum information processes that support quality enhancement.
6. Manage the College approach to self-assessment and improvement planning across the College's Curriculum provision, reflecting the requirements of external quality / inspection frameworks.
7. Manage the operation of the Quality Performance Management framework across all Curriculum provision.
8. Ensure Quality function key performance targets are clearly aligned to College priorities to support College Managers in delivering enhancements in quality.
9. Contribute towards the creation of an exceptional College through a cycle of continuous assessment, review and improvement of organisational practice and robust performance monitoring.
10. Support College Managers by providing professional advice, guidance and support relevant to the key focus of the role and helping to ensure that developments are at the forefront of good practice and meet funding and performance expectations.
11. To advise and support the Senior Leadership Team in developing the College's strategies and in meeting its objectives set out in the College Strategic Plan.
12. To maintain a commitment to continuous quality enhancement of the curriculum ensuring that the College's Quality provision is developed in line with the aims set out in the College Strategic Plan.
13. To provide effective leadership and management for the Quality Team and other allocated staff and budgets.



14. To attend meetings appropriate to the role and provide for the College Corporation, validating bodies and other external agencies such reports and other documents associated with the portfolio of responsibilities.
15. Ensure responsible working practices in relation to the Safeguarding of Vulnerable Groups.

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs and the professional development needs of allocated staff.
5. Ensure that allocated staff have the experience and skills needed to carry out their roles effectively.
6. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.
7. Ensure full compliance with College's requirement for discharging its responsibilities in relation to the Safeguarding of Vulnerable Groups and where appropriate UKBA.
8. Ensure dissemination of best practice across the College.
9. Any other duties commensurate with the grade and status of the post.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from

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time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively, if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

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PERSON SPECIFICATION

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Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the

| Knowledge & Experience | Assessed by: | Essential | Desirable |
|---|--------------|-----------|-----------|
| English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent or willing to work towards** | 1 | ✓ | |
| A graduate level or appropriate professional qualification, e.g. Lean Six Sigma | 1 | ✓ | |
| Teaching qualification, i.e. Certificate in Education / PGCE, or equivalent teaching experience | 1 | ✓ | |
| Extensive working knowledge of key Quality Assurance Systems utilised within colleges of further and/or higher education | 1, 2 | ✓ | |
| Current/recent experience of supporting the implementation of quality improvement strategies within colleges of further education | 1 | ✓ | |
| Current/recent experience of Ofsted Inspection carried out under the Education Inspection Framework | 1, 2 | | ✓ |
| Current/recent experience of leading the implementation of Teaching, Learning and Assessment within colleges of further and/or higher educations | 1 | | ✓ |
| Evidence of recent/current track record of supporting academic managers/staff to deliver excellent academic performance | 1 | ✓ | |
| Current knowledge of key curriculum quality issues/challenges impacting on a Mixed Economy College, and evidence of successfully addressing these challenges within current workplace | 2 | ✓ | |
| Experience of utilising and providing strategic analysis of data packages to track student performance and to enhance course performance | 1, 2 | ✓ | |
| Experience of using PowerBI | 1 | | ✓ |

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| Extensive knowledge, understanding and practical application of key external inspections frameworks, e.g. Ofsted EIF | 1, 2 | ✓ | |
| Commitment to continuing professional development (which can be evidenced and monitored) which supports the key areas of the post | 1 | ✓ | |
| Skills | Assessed by: | Essential | Desirable |
| Proven capacity to work innovatively and independently | 2, 3 | ✓ | |
| Ability to manage complexity and diversity | 2, 3 | ✓ | |
| Excellent IT skills | 1 | ✓ | |
| Ability to work in collaboration with partner organisations, the community, and other stakeholders | 2, 3 | ✓ | |
| Excellent communication skills with the ability to persuade and influence colleagues and managers and have a positive impact | 2, 3 | ✓ | |
| Able to drive performance and deal assertively with under performance | 2, 3 | ✓ | |
| Tenacity, flexibility and the ability to work under pressure | 2, 3 | ✓ | |
| Demonstrable planning and organisational skills and ability to meet deadlines | 2, 3 | ✓ | |
| First class oral and written presentation skills, including an ability to produce accurate and succinct reports | 2, 3 | ✓ | |
| Ability to lead teams, motivate staff and prioritise the work of others | 2, 3 | ✓ | |
| Personal and professional integrity | 2, 3 | ✓ | |
| Suitable to work with young people and vulnerable adults | 1 | ✓ | |

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

**This criteria might be considered at the shortlisting stage.

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Academic Staff who are new to teaching and who do not have a recognised teaching qualification, will be required to undertake the College's six month programme "Teaching, Learning and Assessment Toolkit" to gain knowledge on the practicalities of the skills to plan, deliver, assess and review teaching and assessment. This should be completed within the probationary period.

ESSENTIAL KEY COMPETENCIES FOR THE ROLE AND PERFORMANCE MEASURES

At New College Durham we are keen to ensure that we have a common set of managerial competencies to support the attainment of the Colleges mission vision and values.

The College will provide staff with appropriate training and development to refine and enhance existing competencies, but all managerial staff must consistently demonstrate these competencies in all their activities

Competency - Quality & Organisational Drivers

Continuous Quality Improvement

Maintains excellent performance and drives continuous improvement by:

- Accurately self-assessing performance to identify key strengths and areas for further improvement;
- Developing and monitoring impact-focussed improvement activities and plans;
- Being results-focussed and closely monitoring performance to inform improvement opportunities;
- Demonstrating responsibility for performance against agreed targets;
- Acting with trust and integrity to deliver high standards and performance.

Acts as an Agent for Change

Takes a positive approach to implementing changes by:

- Communicating effectively to make change happen;
- Demonstrating a positive attitude to change;
- Explaining and presenting change in a positive way to others;
- Consulting with those affected by the changes and responding positively and constructively to suggestions and concerns;
- Recognising and rewarding positive contributions.

Competency - Managing People & Performance

Delivering Results

Knows what is required in their day-to-day work and takes responsibility for working to a high standard by:

- Agreeing role requirements with those they report to and work with;

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- Planning and managing day-to-day workloads to meet agreed targets and deadlines;
- Setting clear objectives that are in line with the business needs;
- Ensuring compliance with the College's policies and procedures.

Deploying People and Resources Effectively

Makes best use of own time and other resources by:

- Monitoring how their time is used and proposing more efficient ways of working;
- Developing teams, individuals and self to enhance performance;
- Making best use of people's skills to deliver business objectives;
- Taking action to increase efficiency.

Competency - Managing Finance

Financial Planning

Understands the strategic financial operations of the College and contributes to its success by:

- Recognising the main funding streams of the organisation and the basis of funding for each (e.g. YPLA/ SFA / HEFCE);
- Recognising the College's strategic financial objectives as reported in the College's strategic plan;
- Understanding and reacting positively to the changing priorities of the funding bodies (e.g. Apprenticeships, NEETs);
- Understanding and reacting positively to changes in legislation (e.g. Pensions, VAT, CSR).

Financial Management

Works within budget limits to deliver best value for money by:

- Considering budget limits when allocating resources;
- Advising on cost implications of plans and activities;
- Monitoring income and expenditure and demonstrating where savings can be made;
- Ensuring compliance with the Financial Regulations and Procedures.

Competency - Leadership

Providing Direction

Provides direction by:

- Developing and delivering the strategy of the team/department/School/College;
- Maintaining an awareness of the wider context and responds;
- Promoting excellence in areas of teaching and/or the provision of support services;
- Promoting the activities of the School/Department both internally and externally as appropriate;
- Leading by good example.

Competency - Building Capability

Developing Knowledge and Skills

Creates an environment that supports the development of the skills and expertise needed to meet current and future business needs by:

- Understanding knowledge and capability requirements in relation to current and future business needs;
- Facilitating the training and development of an appropriate skills base within the team
- Encouraging personal development and helps others to learn

Working Collaboratively

Instigates collaborative working within and beyond NCD, and creates an inclusive and supportive culture by:

- Creating opportunities for collaborative working
- Promoting the benefits of, and lessons learnt from effective collaborative working
- Promoting the benefits of a diverse workforce

Competency - Planning & Organising

Effective Planning

Plans, prioritises and organises effectively to provide excellent services for the College by:

- Creating clear, realistic plans and deadlines;
- Incorporates learning from previous actions into planning

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

Issue Date: June 2021