

## Job description

<b>Job title:</b>	<b>Quality Manager (Academic)</b>	
<b>Reporting to:</b>	Managing Director	
<b>Company objective:</b>	To provide high quality training and management consultancy to clients at a competitive price	
<b>Type of position:</b>	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Placement/Internship

### JOB HOLDER'S OBJECTIVES:

*The job holder must aim to successfully:*

- Ensure that the policies and procedures of our awarding bodies, the ESFA and Ofsted, as well as our own Company quality assurance policies and procedures are fully and consistently implemented across all programmes of study.
- Develop and write quality reports both internally for the Company and for partner organisations and other external agencies and regulatory bodies.
- Manage the process of programme accreditation, quality assurance and quality management across all programmes delivered by the Company.
- Manage the process of Tutor and Marker engagement and management across all Cherith Simmons LLP programmes.
- Advise, design and contribute towards the launching of new RQF/VRQ and Apprenticeship qualifications.
- Adhere to Company standards, policies and procedures.

### KEY AREAS OF RESPONSIBILITY:

**Ensure that the policies and procedures of our awarding bodies, the ESFA and Ofsted, as well as our own Company quality assurance policies and procedures, are fully and consistently implemented across all programmes of study.**

*The job holder is required to:*

- Ensure that our Company policies and procedures are kept up to date and consistently implemented across all learner provision and qualifications.

- ➔ Ensure that the regulations, policies, procedures, and systems of partner awarding bodies, the ESFA and Ofsted, are fully and consistently implemented across programmes delivered by the Company.
- ➔ Contribute to the development, maintenance, review and updating of the Company's quality assurance policies and procedures.
- ➔ Ensure quality assurance and enhancement at the Company supports a cycle of continuous improvement, leading the implementation, monitoring and evaluation of enhancements.

**Develop and write quality reports both internally for the Company and for partner organisations and other external agencies and regulatory bodies.**

*The job holder is required to:*

- ➔ Write high quality analytic and evaluative reports using quantitative and qualitative data for internal and external audiences as required, using or creating reports from data held on our CRM and LMS systems.
- ➔ Co-ordinate and undertake internal quality audit tasks as appropriate to the needs of the Company and demands of awarding bodies/ partner organisations and regulatory bodies.
- ➔ Provide written and verbal reports to the Partners and other senior staff at the Company and its partner organisations.

**Manage the process of programme accreditation, quality assurance and quality management across all programmes delivered by the Company.**

*The job holder is required to:*

- ➔ Advise and lead on the programme creation, approval, accreditation, annual monitoring, and review activity within our portfolio of programmes.
- ➔ Co-ordinate and manage academic misconduct, complaints, and academic appeals processes, ensuring timely responses and satisfactory outcomes.
- ➔ Hold and record regular quality assurance meetings with client service managers and programme administrators.
- ➔ Maintain sector knowledge and skills relating to FE and other academic development and delivery, and professional development.
- ➔ Advise and liaise, as appropriate and required, with the Company's partner institutions and other external organisations in relation to quality assurance and quality enhancement.
- ➔ Act as a main point of contact on quality assurance and management enquiries, becoming the expert go-to person for staff and external contacts.
- ➔ Work efficiently, accurately and with attention to detail, to meet stated deadlines.

**Manage the process of Tutor and Marker engagement and management across all Cherith Simmons LLP programmes.**

*The job holder is required to:*

- ➔ Liaise with staff such as Partners, lead tutors, programme tutors, teaching staff and administrative staff, as appropriate, regarding work related to the role of the Quality Manager.
- ➔ Lead on the recruitment and induction of markers.
- ➔ Hold and record regular standardisation meetings with tutors and markers.
- ➔ Monitor the standard of marking and ensure that marksheets are up-to-date and accurate.

**Advise, design and contribute towards the launching of new RQF/VRQ and Apprenticeship qualifications.**

*The job holder is required to:*

- ➔ Take on special projects as required and related to the role of Quality Manager and the development of new programmes.

**General duties and responsibilities**

*The job holder is required to:*

- ➔ Answer the telephone and other communication in a clear and polite manner using the agreed corporate greeting.
- ➔ Dress in smart casual attire in the office, unless visitors are expected where a semi-formal business style will be required.
- ➔ Adhere to Health and Safety requirements at all times.
- ➔ Adhere to equal opportunity policies at all times.
- ➔ Adhere to company I.T, social media and mobile phone policies.
- ➔ Be aware that behaviour which is deemed in any way disrespectful to other members of staff will be viewed seriously.
- ➔ Take personal responsibility to maintain a clean and tidy environment.

**WORKING CONDITIONS**

- ➔ Office-based.
- ➔ Non-smoking environment.
- ➔ Occasional travel to courses and clients.
- ➔ Must be prepared to use own transport (if required).
- ➔ Flexibility to respond to clients/company needs.

**The job holder will perform any other tasks which are required of them to assist the smooth running of the organisation.**