JOB DESCRIPTION

**JOB DESCRIPTION FOR THE POST OF:** Head of Performance and Quality

**RESPONSIBLE TO:**Director of Innovation, Enterprise and Quality Assurance

**LINE MANAGEMENT:** Senior Performance and Quality Administrator,

**LOCATION:** Cross Group

**SCALE:**Management Scale 47

**JOB SUMMARY:**

The Head of Performance and Quality will support the work of the College through the implementation of a quality assurance and improvement framework that meets the needs of the College’s diverse student and staff groups. Ensure the College maintains a trend of continuous improvement by supporting the implementation of effective internal review.

Play a key role in preparing the College for inspections by Ofsted, OfS, and other regulatory bodies. Support the delivery of annual and post inspection action plans, monitoring and supporting their implementation in conjunction with managers and the Senior Leadership Team.

To support the delivery of the implementation of the College Group’s quality improvement and assurance strategies in line with the Education Inspection Framework and maintain a culture of continuous improvement through self-assessment and other quality initiatives through the College Group.

To lead and be responsible for the performance management of direct reports in order to achieve consistently high outcomes.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. To support the development of the educational character and mission of the College Group; implementing the policies and decisions of the Group Principal and the Senior Leadership Team.
2. Implement and operate systems of performance management across all areas of the College Group’s provision.
3. Work with the Director of Innovation, Enterprise and Quality Assurance to review the Self- Assessment Report, Operational Plan and related processes, and implement improvements to positively impact on user functionality and planning.
4. To develop teaching and learning strategies and innovative approaches to delivering the curriculum to meet the needs of learners and stakeholders in accordance with skills priorities, government, market trends and bespoke priorities.
5. Ensure high standards of teaching, learning and skills acquisition throughout the College Group to ensure excellence in learning and student outcomes.
6. Contribute to the Colleges’ Self-Assessment process, including the production, monitoring, reporting and validation of the College Group’s SAR and Improvement Plan in conjunction with the other members of the UCG Group with responsibility for all aspects of provision.
7. Deliver continuous improvements in teaching and learning, linked to strong quality improvement and assurance work and ensure that high quality standards are set and achieved for all programmes.
8. Develop innovative strategies to ensure that the targets for sustained improvement in learners’ retention, achievement, student satisfaction and progression into positive destinations are achieved and learners are well prepared for their future both professionally and personally.
9. Support and monitor the flexible and adaptive delivery of learning to a common standard, and to benefit all learners across all modes of delivery and attendance.
10. Use data outcomes, added value and student progression to identify the need for quality actions and timely, effective interventions.
11. Represent the College to maintain and develop effective links with local authorities, the local community, external academic bodies, the media. Professional bodies and appropriate government departments as agreed with the Quality Management Team and SLT.
12. Ensure the Group anticipates and responds to national, regional and local priorities and is seen as an effective and responsive contributor to the communities it serves.
13. Ensure the Senior Leadership and Quality Management Team receive regular and comprehensive reports on the College’s operations, quality improvement, quality assurance, financial performance and learner’s achievements.
14. Lead, manage and develop direct reports and deploy these staff as appropriate to ensure adequate cover within the area of responsibility managed.
15. To be responsible for the annual student destination survey by liaising with MIS, the survey provider and preparing reports for Governors committees as required.
16. Co-ordinate and support the delivery of student surveys, including internal QDP Student Surveys, regulatory National Student Survey, and London Learner Survey, and awarding organisation surveys.
17. Manage the governance and oversight of the College FE and HE assessment process
18. Devise and maintain the Quality Assurance handbook and Quality Calendar annually, to include each key aspect of the Quality Framework, ensuring that it is shared with all staff, and monitored to ensure timelines are adhered to for each quality process.
19. To devise, implement and maintain an Internal Quality Assurance strategy with the Director of Quality, Innovation and Skills.
20. Work with all colleagues in the Quality team to manage stakeholder complaints and lead on the development and implementation of effective policy and processes with regard to complaints, together with the lessons learned from them.
21. Work with the Senior Performance and Quality Administrator to manage student disciplinary procedures and lead on the development and implementation of effective policy and processes with regard to student disciplinaries.
22. Deliver significant college and group wide quality improvement projects each year.
23. Support managers to implement curriculum and cluster improvement and operational plans.
24. Work effectively with other senior managers, including MIS Manager, in the production and analysis of student and other data for use in the quality procedures of the College.
25. Manage and co-ordinate the production of the agreed College Key Performance Indicators for use by curriculum areas, managers, Senior Leadership Team, and the Corporation.
26. Support the College in quality and compliance, providing reports and audits of key systems and processes to drive drive intervention actions within the college. ProSuite, Scaffold Reporting, Tracking, Surveys etc.
27. Manage the liaison with awarding organisations and lead on preparations for external quality assurance compliance activity.
28. Share and arrange external and Awarding Organisation CPD/support activities to support the development of teaching, learning, assessment, and compliance or curriculum teams/staff.
29. Work with the Director of Innovation, Enterprise and Quality Assurance in all aspects of management of the College Group to maximise effectiveness and efficiency across the full range of college activities.
30. Undertake other management duties as directed by the Director of Quality, Innovation and Skills

**PERSON SPECIFICATION: Job Title – Head of Performance and Quality**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| 1. Educated to degree level or equivalent with a record of continuous professional development.
 | **X** |  |
| 1. Recognised teaching qualification or equivalent
 |  | **X** |
| 1. Track record of leading and managing teams in a Further Education setting.
 | **X** |  |
| 1. Drive, resilience and a natural desire to work collaboratively.
 | **X** |  |
| 1. Excellent understanding of curriculum development and achieving high standards of innovation and delivery in teaching and learning.
 | **X** |  |
| 1. Detailed understanding of regulatory and inspection frameworks, accreditation and validation establishment and processes.
 | **X** |  |
| 1. Knowledge and understanding of designing and implementing quality frameworks
 | **X** |  |
| 1. An understanding of the relevant funding methodologies, e.g. DFE, devolved ASB, and OfS
 | **X** |  |
| 1. Experience of dealing with a range of Awarding Organisations
 | **X** |  |
| 1. Demonstrable experience of budget management.
 |  | **X** |
| 1. Experience of motivating, developing and managing the performance of effective teams across multiple delivery locations.
 | **X**  |  |
| 1. Ability to manage specialist professionals and complex projects over multiple sites.
 |  | **X** |
| 1. A clear understanding of the impact of quality assurance on improvement.
 | **X** |  |
| 1. Strong working knowledge of IT/data systems including Office 365 and ProSuite.
 | **X** |  |
| 1. The ability to inspire people to think and act innovatively and to challenge established ways of doing things.
 | **X** |  |
| 1. A commitment to quality and an aspiration to deliver and sustain excellence.
 | **X** |  |
| 1. A commitment to, and understanding of the College’s Equal Opportunity Policy, together with practical ideas for implementation.
 | **X** |  |
| 1. Strong understanding of the policy context for FE and HE, with a firm grasp of current education policy.
 | **X** |  |
| 1. Track record of successful middle/senior level leadership and management in a Further and/or Higher Education setting
 |  | **X** |
| 1. Recent experience of writing or contributing to a College level Self-assessment Review
 |  | **X** |
| 1. First class communication and interpersonal skills.
 | **X** |  |
| 1. Understanding of the College’s responsibilities and procedures for safeguarding young people and vulnerable adults.
 | **X** |  |