

Director of Awarding

Candidate Pack



gateway
qualifications

learning your way

A message from the Chief Executive Officer

Welcome to Gateway Qualifications! It is my pleasure to introduce you to our company.

We are a dynamic and growing company with ambitious targets and a determination to succeed. We are a charity, motivated by supporting our centres and our learners to meet our charitable aim of widening participation for all. Meeting the needs of our learners, which we do by our particular brand of personalised support for our delivery centres, is the driving force of the company.

Gateway Qualifications' has a long and successful history, starting back in the mid-1980s with the emergence of what became known as the Open College Network movement. Since that time we have adapted and changed to meet the developing needs of our centres and our learners, to become the successful company we are proud of today. We are not afraid of change, in fact we embrace it!

As an ambitious and go-getting company, we are keen to attract like-minded people to work with us, for it is only through our people that we can continue our success story. If you feel you would thrive in a company such as ours, we would be delighted to meet you.

Director of Awarding

Full time / Permanent contract

Colchester based – with some travel

With an ambitious growth plan we need a Director to change and shape our awarding function for the future. You will already be a strong leader with experience in the further education or awarding sectors, preferably with a curriculum or quality background. Our awarding function includes product development, customer experience, assessment, certification, quality assurance and compliance.

The awarding team are ready for change and need a visionary leader to inspire them to be the best they can be.

You will be responsible for developing and delivering an innovative plan to implement strategy and ensure our customers have an outstanding experience throughout their whole journey with us.

You will be a key player in the future success of our organisation

About Gateway Qualifications

Gateway Qualifications is an Awarding Organisation with over 30 years of expertise. We offer a huge range of regulated qualifications, apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure inhouse training.

If you feel that you are the perfect person to take up this exciting opportunity please apply by visiting our website for further information

<https://www.gatewayqualifications.org.uk/careers/vacancies/>

If you would like an informal discussion please email our HR Manager, Debbie Dear at

debbie.dear@gatewayqualifications.org.uk

Job description

Job Title	Director of Awarding
Reports to	Chief Executive Officer
Working Hours	Full time - Hours and days to be agreed with manager and may be subject to change to respond to customer needs.
Location	Office based – with some travel
Reports	Product and Assessment Manager Quality Manager Access to HE Quality Manager Customer Excellence Manager

Job purpose

- To provide strategic direction, change and leadership to our awarding functions which include product development, customer experience, certification, assessment and quality assurance.
- To shape and deliver the strategic direction of the customer journey, ensuring our customers obtain a first-class experience whilst meeting the requirements of all Regulators.
- To inspire, lead and motivate the employees within your areas of responsibility to live the values of the company and operate in a high performing aspirational culture.

Responsibilities and accountabilities

To be accountable for:

- the strategic direction of the awarding functions, including strict adherence to regulatory requirements across all Regulators
- leadership and management of the whole customer journey, providing an experience that is efficient, market-led, compliant and focussed on supporting centres with a personalised service
- acting as the Principal Officer to the Quality and Standards and Access to HE Committees of the Board of Trustees.

Setting the strategic direction for and leading operational management and delivery of the following:

- the customer journey at all touch points from beginning to end to ensure an outstanding service that contributes to growth and income generation.

- developing, improving and documenting systems and processes in relation to the awarding functions, ensuring they are current and appropriate.
- regulated qualifications, including meeting external assessment and quality assurance compliance requirements, and appropriate validation panel compliance for Access to HE
- non-regulated products, ensuring non-regulated provision is appropriate to customer needs
- production and delivery of qualification assessments and examinations, in accordance with the various Regulators' requirements
- resourcing and management of externally contracted assessment resources, including principal examiners, assessors, writers, markers and consultants
- centre recognition and approval processes
- quality assurance and assessment processes ensuring a model of continuous improvement with support for our centres within regulated frameworks
- leadership and management of a high performing team of EQAs, moderators and subject experts within the wider workforce of contractors
- self-evaluation process, working with the team to ensure the completion of the annual statements of compliance reports and other reporting requirements for all Regulators within agreed timescales and ensuring compliance with all regulatory requirements
- leading audit requirements for all Regulators ensuring successful outcomes for all audit requirements
- managing the day to day relationship with the Regulators, including the escalation of adverse effects
- ensuring Gateway Qualifications has an up to date suite of regulatory policies that meet regulatory requirements as well as the needs of the business
- undertaking the lead or support of specific projects as directed by the CEO
- sourcing and managing relevant partner organisations as appropriate to the awarding functions

General statement included in all job descriptions

You will create an environment of service excellence by engaging and thinking from a customer perspective and be highly motivated to deliver outstanding customer service at all times.

You will comply with all the policies of the organisation and ensure that you are aware of the policies, procedures and practices.

You may be asked to undertake any other duties commensurate with the nature and level of the post.

The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

General statement included in all management job descriptions

You will ensure that staff are treated consistently, equally and fairly in your management of their performance. You will motivate, inspire outstanding performance and deal appropriately with performance that needs to be improved.

Person Specification

Short listing criteria identified from application process

- Educated to degree level
- At least 3 years' recent experience in the awarding sector
- Prior experience in a quality based senior leadership role within the education sector, ideally with experience of multiple department reports

Qualities and skills to be assessed at interview

- Proven track record of excellence in the education sector
- In depth knowledge of quality, curriculum and regulatory requirements
- Experience of developing customer journey and leading on process improvements
- Teaching qualification or extensive teaching experience preferred
- Passion for education
- Ability to relate quality and assessment to the business development requirements
- Strategic thinking with strong visionary skills
- Excellent leadership skills; motivating colleagues and customers
- Strong communicator and ability to build good relationships
- Change management
- Project Management
- Good IT skills
- Positive outlook and engaging personality
- Strong commitment to excellent customer service
- Constantly striving for excellence
- Ability and commitment to go the extra mile
- Confident manipulating and presenting data with an analytical mind
- Ability to write and present at Board level
- Ability to remain calm when faced with multiple demands and competing deadlines
- Professional appearance and ability to act as an ambassador for the organisation

Candidate information

Introduction about Gateway Qualifications

A message from the staff

You can read all the facts about us on our website, but we thought that we'd introduce ourselves from the staff point of view. We are a business which is also a charity and the staff take pride in our main purpose of supporting our centres. It's a key part of what we do.

We are small enough to care but large enough to be able to invest in technology so that we can add value to our roles by working with our centres and our learners.

We have a small senior leadership team who are really approachable. They sit in the same office space and are truly part of the team. We also have an excellent Board of Trustees that invests in us as an organisation so that we can do more for our customers.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves! As the staff team we are innovative and embrace change so that we can all join in and celebrate as well as having a bit of fun.

We hope you feel that you want to join the team and look forward to meeting you.

Working at Gateway Qualifications

Our latest staff survey says 93% of people enjoy working at Gateway Qualifications.

We are an Investors In People Gold award organisation. We have excelled in our leadership and management practices and our IIP report is a great read about our culture.

We have 30 core staff, supported by our wider workforce and our consultants who form a total team of about 80 people in total. We are based in Colchester for our main office, but have colleagues all around the country and some staff work from home depending on the job role.

Our Values

We believe in involving our staff in all aspects of the business.

Staff decided on our values and behaviours so that it means something to them. These are our values and we expect everyone to demonstrate these in their everyday work.

We also have a staff involvement group who meet the CEO once a quarter to have a chat through our strategy and any issues that staff want to raise. It's a chatty meeting.

Our Values

Partnership

- Working together
- Supporting teamwork across the organisation
- Communicating, listening, supporting and collaborating

Integrity

- Behaving ethically, with openness and honesty
- Trusting and respecting each other
- Taking ownership of our performance

Originality

- Embracing change
- Thinking creatively and innovating
- Encouraging positive risk taking

Quality

- Getting it right first time, every time
- Taking pride in what we do
- Continuously improving

The Benefits

Salary

We all like to feel we are fairly rewarded for the hard work that we complete. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have moved to an open and transparent pay scale model which rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked and we think we pay competitive salaries.

As a Director your salary will be set by the Chief Executive Officer and the Board of Trustees.

Talk to us if you have any queries about the pay as we like to attract the best candidates.

Bonus

We like to share in success. If we are successful and achieve our targets, then the Board have the discretion to award us all with a lump sum bonus scheme. We are not sure of the amounts from year to year, but everyone will benefit in our team success.

Pension

We offer a fantastic pension scheme. It is career average pension and part of the University Superannuation Scheme which is a defined benefit scheme. Currently you pay 8.8% and we pay 19.5% contributions. It is one of the best that you can get and makes a lot of difference to your overall package.

Working hours

We offer a full time working week of 35 hours. This is a great benefit but we do sometimes ask for flexibility to work more when we need it and then take a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

Holidays

We offer a generous holiday entitlement. In line with our harmonized terms and conditions, we offer the same holiday to all our staff as we believe that we should treat all staff equally. The full-time entitlement is 30 days leave plus the 3 days in between Christmas and New Year, plus the bank holidays. If you work part-time this is pro-rata.

Office Environment

We are based in new offices in a Colchester Business Park, designed just for our needs to help us communicate and socialize. We have a shared kitchen area with tables for lunch. We work in open plan but have lots of meeting rooms so that we can discuss issues with colleagues or work quietly. It's a fairly relaxed environment, but we work hard.

Free car parking

One of the best things about our building is the free car parking just outside the door with lots of space for everyone. There are also good transport links for the bus service if you prefer a more environmental approach.

Home based staff

Whilst we've invested in the premises for office staff, we have also looked after our home-based staff with good investment in technology to give you good access and flexible availability. We have a good voice conferencing facility so you can join in the meetings without all the travelling.

Relocation Expenses

We want the best people to join us so if you need to relocate, we can talk about how we can support you.

Flexible Working

We offer a range of options if you need to work flexibly. We have flexible start and finish times depending on your job role and we do need to keep the customers happy. We also like to keep our staff happy and find that some flexibility over working hours and occasional appointments means a lot to people. We ask for some flexibility in return but you work with your manager to agree what's best for you.

Sick pay

Although we hope you don't need to use it, it is reassuring to know that if you need to be off sick for major illnesses then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

Career development

We offer some great opportunities to develop your skills and your career. Many of our staff have been internally promoted and have had investment in their training and development over the years. We particularly offer working on cross-functional project teams which means you get to find out all about other areas and use your strengths for the benefit of the business.

Aspiring manager's programme

We know that it is hard to break into management, so we have offered a tailored and bespoke Gateway Qualifications' management programme for any staff who aspire to become managers. It is on a voluntary basis and staff are trained alongside our middle and senior managers to fully understand the role. Already three of the aspiring managers have been promoted into new roles, utilising their newly found confidence and skills.

Team Building Event

We have an annual team building event, where each team gets to spend half a day together away from the office doing something fun. Last year we had raft building, rowing and golf. You get to choose as a team, have a bit of budget and as long as you have fun and all go as a team there are no rules.

Celebration

We like to celebrate and are conveniently situated near a Costa Coffee and other lovely restaurants. We do a regular Costa coffee run, have a celebration breakfast together and support events like MacMillan Coffee mornings. Also, we always do seem to have a lot of cakes in the office.

Supporting You

We have a performance management scheme that we hope supports you as an individual to improve your contribution to our success. You will have a one-to-one meeting with your manager on a monthly basis and we monitor to make sure the meetings take place and are useful. You'll also have a mid-year review and an annual performance appraisal where your objectives will be agreed. If you need extra support during the year then we can arrange training or extra coaching if this is appropriate.

Communication

All organisations say that they can improve communication and we are the same, but we do try our hardest to keep everyone up to date. We have the main Thursday training for our office staff and home based staff dial in to join in with the update. Everyone shares their key priorities and then we have updates from the managers about all sorts of topics which help with the changing business environment.

We have regular staff days, where we take time out away from the office all together and have the opportunity to input into the strategy, learn new skills and have a bit of fun at the end. We recently tried to do the 'human knot', survive on the moon, and won an Oscar.