

Quality Assurance Manager

 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.

Quality Assurance Manager

Full time / Permanent contract

Office based

Salary range: £36,557 - £42,581 per annum

Gateway Qualifications is a dynamic and growing awarding organisation 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.

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.

We are looking for a **quality assurance professional** who can create, design and implement a quality model in line with changing regulatory requirements, optimising the use of technology. You will need to have experience in awarding organisation(s) in a quality assurance function.

If you are looking for a rewarding role where you can use your skills and experience to help us shape the future of standards scrutiny in centres, we'd like to hear from you.

We offer great employment package that includes 30 days paid holiday plus public holidays.

If you want to join our team and contribute to our success, please visit our website (<https://www.gatewayqualifications.org.uk/careers/vacancies/>) where you will be able to access further information and make an application.

Job description

Job Title	Quality Assurance Manager
Reports to	Director of Awarding
Working Hours	A minimum of 35 hours per week with the expectation of working the necessary hours to fulfil the agreed objectives. Hours and days to be agreed with manager and may be subject to change to respond to customer needs.
Location	Colchester office Regular UK travel and occasional overnight stays as required
Management of:	Quality Officer, Lead External Quality Assurer/s, wider workforce including External Quality Assurers

Job purpose

- To establish the quality standards, requirements and criteria that underpin all aspects of the quality assurance function relating to centres, assessment scrutiny and assessment delivery
- To lead on initiatives and projects, and translate regulatory requirements and changes into realistic plans and proposals, or to improve practice
- To renew, proactively manage and maintain required Gateway Qualifications' policies, procedures and processes required for the quality assurance of assessments in line with regulatory requirements and best practice
- To develop, manage and monitor the quality of internal and external assessments
- To identifying opportunities to improve practice within centres and provide plans to develop and deliver improvements
- To continuously keep under review, manage and monitor arrangements and risk for centre approval and approvals for qualification delivery
- To lead the recruitment, training and management of a team of External Quality Assurers, ensuring assessment standards are understood and consistently applied
- To provide and maintain all standard reports and records of quality assurance activities
- To champion the prevention of malpractice and to manage maladministration and malpractice processes and investigations
- To use and exploit available technology and contribute to system improvements and change
- To work with the product and assessment development team on new initiatives and support qualification review and withdrawal

This role excludes responsibilities directly related to Access to HE but requires a collaborative approach with the Access to HE Quality Manager

Responsibilities and accountabilities

- Reviewing and approving centre recognition and qualification delivery applications
- Plan and deliver support and guidance assuring the quality of assessments and centre delivery arrangements
- Budget projections and management, ensuring suitable allocation of resources
- Managing and keeping under review risk-based monitoring of centre performance
- Reviewing and confirming Direct Claims Status for centres
- Leading the qualification standardisation processes to ensure that assessments are valid and fit for purpose across qualifications and centres
- Reviewing, developing and revising centre handbooks, quality manuals, associated policies, processes and guidance relating to the quality assurance arrangements for centres and qualification delivery
- Recruiting, inducting and training External Quality Assurers
- Managing the allocation of the wider workforce
- Ensuring that External Quality Assurers and wider workforce operate to the required standard and to provide support and training where appropriate
- Plan for the performance management of External Quality Assurers including a programme of shadowing in centres
- Contributing to regulatory reviews, audits and the self-evaluation process as required
- Analysing and reporting on the performance of qualifications and assessments to senior management, committees and the Board
- Contributing to qualification development and review
- Lead malpractice/maladministration investigation plans and carry out investigations where appropriate
- Plan for, designing and deliver training sessions in centres to support full understanding of Gateway Qualification quality standards and requirements
- Undertaking compliance visits to centres where appropriate

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 ensure that you are aware of and comply with all the policies procedures and practices of the organisation.
- 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 standard or equivalent
- At least 5 years' experience in an awarding organisation and a quality assurance function
- Experience of maintaining and raising standards in assessment and/or assessment delivery

Qualities and skills to be assessed at interview

- Excellent written and oral communication skills
- Regulatory knowledge and understanding with ability to drive positive process change
- Ability to manage a remote team
- Ability to identify opportunities to raise standards
- Ability to prioritise tasks, ensuring that all key deadlines are met
- Positive, can do attitude to ensure continuous improvements
- Proactive, creative and dynamic approach to Gateway Qualifications and centre challenges and opportunities
- Motivational manager, willing to help and support others
- High level of attention to detail and ability to work accurately under pressure
- Negotiating and influencing skills
- Project management skills
- Leadership, line management and coaching skills
- Analytical skills
- IT user skills and experience of database/systems used to manage centre requirements
- Business awareness

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.

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.