

Quality Officer

 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 Officer

Permanent Contract – Full Time

Office based (currently working from home due to COVID-19). Open to the possibility of remote/hybrid working moving forward.

Salary range £20,004 - £24,217 (Depending on experience)

We are looking for a Quality Officer to join our Quality Team at Gateway Qualifications.

What we need you to do:

You will be required to provide exceptional administrative support to a busy Quality Team, coordinating and reporting on internal and external assessments for qualifications. You will also be required to work with External Associates to ensure accuracy, quality and confidentiality in their work.

What we are looking for:

- Educated to A level standard or equivalent as a minimum.
- Experience in the awarding organisation sector or in a similar education-based quality related role.
- At least 2 years' experience of using Microsoft Office.
- Experience of inputting and accessing data from databases, including statistical and qualitative analysis in order to present data as information.
- Ability to work collaboratively in both own and cross functional teams.
- Good written and oral communication skills, including the ability to deal in a friendly and efficient manner with telephone enquiries, the ability to write clearly and concisely, and the ability to listen effectively and understand the needs of others.
- Accuracy and attention to detail.
- An ability to work systematically and without close supervision, using time efficiently, evaluating priorities and meeting deadlines.
- Able to enjoy the challenge of a varied and unpredictable workload.
- Problem solving skills.

About Gateway Qualifications

Gateway Qualifications is an Awarding Organisation with over 30 years of expertise. We offer a wide range of regulated qualifications, Access to HE Diplomas, develop bespoke qualifications and quality assure in-house training.

At Gateway Qualifications our focus is on creating the highest quality qualifications which are accessible to all and enable the learner to thrive.

Please note that the closing date for applications will be **midnight on Sunday 28th November 2021**.

Interviews are scheduled for **Monday 6th and Wednesday 8th December 2021**.

Job Description

Job Title	Quality Officer
Reports to	Quality Manager
Working Hours	Full time role (35 hours per week) / Coverage between 8.30 – 5.30. Hours to be agreed with manager and may be subject to change to respond to customer needs.
Location	Office based (currently working from home due to COVID-19). Open to the possibility of remote/hybrid working moving forward.

Job Purpose

- To provide administrative support for the quality assurance and review processes relating to the centre monitoring and validity of regulated qualifications in respect of Ofqual and QiW.
- To co-ordinate and report on internal and external assessment of qualifications, liaising with assessment development personnel, and ensuring confidentiality, accuracy and quality.

Responsibilities and Accountabilities

- Supporting the implementation, monitoring and development of quality assurance processes and procedures relating to centre monitoring and qualification validity.
- Managing the quality team email inbox.
- Planning and organising standardisation activities/events for qualifications that are assessed by centres, including requesting and collating samples of learner evidence to support standardisation activities.
- Preparing for and supporting awarding panel meetings, training and webinars.
- Monitoring quality assurance activities relating to online assessments.
- Co-ordination of the external assessment paper marking process to ensure compliance with regulations.
- Preparing reports on the outcomes of the quality review process, including risk assessments, centre engagement reports and agreed actions.
- Liaising with the wider quality assurance team to co-ordinate timely centre monitoring activity and reporting of actions and outcomes.
- Recording and qualifying expenditure in the team.
- Support with the administration of recruitment for the department.
- Assist in the undertaking of statistical and qualitative analysis, collating and presenting quantitative and qualitative data from different sources including the online external assessment platform and principal database.
- Co-ordination and support for the standardisation of external assessment marking process including analysis of results and feedback to the Product team.
- Contribute to and facilitate the communication of team information through newsletters and other medium.
- Meeting Service Level Agreements and providing an excellent service to our customers whilst following organisation policies and procedures.

Company Values

All staff are expected to carry out their work in line with the organisation's values of:

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

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.

Person Specification

Shortlisting criteria identified from the application process

- Educated to A level standard or equivalent as a minimum.
- At least two years administrative experience.
- Experience in the awarding organisation sector or in a similar education-based quality related role preferable.

- At least two years' experience of using Microsoft Office.
- Experience of inputting and accessing data from databases.

Qualities and skills to be assessed at interview

- Ability to work collaboratively in both own and cross functional teams.
- Understanding of post 16 education.
- Knowledge of awarding bodies and regulatory structures.
- Experience of quality assurance processes and systems.
- Excellent data and analytical skills.
- Good written and oral communication skills, including the ability to deal in a friendly and efficient manner with telephone enquiries, the ability to write clearly and concisely, and the ability to listen effectively and understand the needs of others.
- Accuracy and attention to detail.
- Good interpersonal skills.
- An ability to work systematically and without close supervision, using time efficiently, evaluating priorities and meeting deadlines.
- Able to enjoy the challenge of a varied and unpredictable workload.
- Ability to work in line with the organisation's values.
- Problem solving skills.
- Presents a professional image.
- Ability to work on own initiative.
- Strong IT user skills including Microsoft package (ideally Windows 10).

Further Candidate Information

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 97% of people enjoy working at Gateway Qualifications.

We have 30 core staff, supported by our wider workforce and our consultants who form a total team of about 90 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 weekly all staff training, staff days and a staff involvement group who meet the CEO regularly 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. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

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.

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 time 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 have tried to do the 'human knot', survive on the moon, get out of an escape room and won an Oscar.