**The team**

At Vision Business everything we do is focused on finding ways to wow and create great experiences that make for happy clients. We work hard to truly recognise what matters to our clients and to make them feel uniquely valued and appreciated.

Our team members are professionals that take ownership and accountability for their influence and impact on our clients and who steer their behaviours by principle and positivity. We are very proud of every individual within our team that makes this delivery of specialist services possible. If this describes you, we would love for you to apply to join our exciting team.

**Our focus**

The main focus of Vision Business is to deliver high impact consultative solutions that exceed the expectations of businesses and individuals who engage with us. Apprenticeship delivery is at the heart of what we do and we make a substantial contribution to the Government’s apprenticeship strategy, we are a market leader in our field and everything we do is about maintaining and strengthening our position.

**Job title: Quality Assurance Lead (Wrap Around Service)**

**Aims and purpose of the job**

Our quality assurance lead has a distinctive mix of talent. They will have gained significant expertise in all aspects of quality assurance work placed training activity. They will play an integral part in embedding, monitoring and enhancing quality across all areas of the provision. They are ingenious at imparting knowledge and skill to others, bringing alive and sharing their expertise in a way that will develop our specialists to become experts in their own right. They are equally comfortable engaging with the senior management, internal and external customers, and specialists.

This role will orchestrate quality assurance across all areas of Vision Business and its delivery programmes. This will include standardisation of knowledge, skills and behaviours and monitoring readiness for the gateway and end point assessment.

This role will build and maintain relationships with sector skills, awarding bodies and other key organisations to ensure legislative and statutory requirements are being met and any updates communicated in a timely manner.

They will develop consistent and effective procedures, processes and sampling strategies to support with the quality of provision. They will oversee and support the design and development of high standard and bespoke learner resources.

They will work in conjunction with the specialists and quality assurers across the teams, to oversee and support continuous assessment is being managed.

**Specific accountabilities**

You will have an in-depth understanding of and will be accountable for; the monitoring of the quality assurance against all the professional apprenticeship standards / frameworks across all teams. This will be supported by your understanding of the associated funding system and apprenticeship reforms to enable you to have a rounded view of all areas of specialism within Vision Business.

You will keep up to date with initiatives, development of standards and professional issues relating to the delivery of learning through linking with the appropriate sector skills, awarding bodies and other organisations.

Develop and demonstrate best practise in learning and assessment assuring standardisation and continuity. To support the IQA’s and specialists to design, develop and monitor resources for learner use.

Monitor quality assurance to ensure gateway and end point requirements are prepared for. Ensuring the specialist has supported the apprentice to be able to demonstrate consistently that they have met the required sector set professional standards enabling them to be supported through gateway to end point assessment.

End point assessment can be inclusive of a wide array of testing and assessment methodologies which will be specific to differing sectors. You will oversee the support provided by the IQA’s to specialist, to ensure all aspects of assessment methods have been sufficiently met in line with end point requirements.

You are part of a great team and as such will be expected to participate in events and promotions where the team requires representation, some of these will be outside of your normal working hours.

There will be some admin work created as a natural part of your role and you will be required to do this which will include providing information to college wide systems and processes.

You will review the quality assurance provide across the teams and work with them to reflect on the work undertaken and to make improvements to the services offered where appropriate.

**Accountabilities as part of our team**

We are a people focused business, as such the way you behave and present yourself will be a reflection on us and we want you to take ownership of making sure that your contribution to our reputation and to your own personal professional reputation is always a positive one.

Being privy to confidential or sensitive information may be a natural part of your job role and as such we expect you to treat this with the upmost professionalism.

We will advocate you in this role as the expert, you are accountable for making sure you live up to this reputation by taking accountability for making sure you keep you knowledge, expertise, experience and professionalism current and up to date.

**Other Responsibilities**

To uphold and promote College policies and procedures, promoting those specifically applicable to this area of work, including the Equality & Diversity policies and procedures and attend training as requested.

To apply the college’s own safeguarding policy and practices and attend training as requested.

To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.

To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.

To present and promote an appropriate public image in representing the college.

To undertake any other duties as may reasonably be required commensurate with the post.

**Role Competencies**



**Senior Managers Competencies**

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| --- | --- | --- |
| **Technical Expertise** | | |
| **Knowledge** | **Skills** | **Experience** |
| High level of skill in quality assurance, matched to the accountabilities outlined above and the ability to upskill existing workforces (E )  Current and up to date knowledge of Apprenticeship framework and standards (E )  High level of apprenticeship service training and delivery (E )  Understands and complies with appropriate statutory requirements aligned to differing sector skills (E )  Holds suitable quality assurance qualifications (E )  Suggested qualifications:   * D32/33 with update, A1 or TAQA - Award in Understanding the Principles and Practice of Assessment Level 3 (E ) * D34 with update, V1 or TAQA - Award and Certificate in the Internal Quality Assurance of Assessment Processes and Practice - Level 4 (E ) | Literate and numerate holding a minimum level 2 or equivalent in maths and English (E )  Demonstrates experience of main skills relevant to role (E )  Ensures the service offer thoroughly considers client / contractual / business needs (E )  Ensures adherence to legal, regulatory and security requirements in service delivery (E )  Takes ownership of problems in own area of responsibility (E )  Communicates in a way that meets and anticipates requirements and gives a favourable impression of the team / department (E )  Maintains effective performance in difficult and challenging circumstances-(E ) | Demonstrable track record in areas of expertise (E )  Has sufficient industry / sector / job role/ expertise and experience to be seen as expert in area of responsibility (E )  Recognises when deliverables / services are not being delivered to the required level and takes appropriate action (E )  Works confidently with performance / financial / delivery / data / information to manage and monitor outcomes (E )    Works collaboratively with clients / colleagues / influencers / to deliver service expectations (E )  Develops, implements, maintains and reviews systems / processes / service standards to ensure efficiencies (E )  Delivers expected outcomes on time and to standard (E )  Maintains consistent performance (E ) |
| **Behaviours** | | |
| **Personal** | **Teamwork** |  |
| Management of self  Ownership of own professionalism  Active listening  Effective communication  Influencing  Disciplined  Personal integrity  Reacts constructively to developmental feedback and makes changes as a result  Constructive in raising issues with managers that have an impact on service  Listens actively and adjusts own behaviour in a helpful manner  Expresses negative feelings constructively  Puts aside preconceptions when considering new ideas  Identifies how own area of accountability supports the department / organisation  Communicates with conviction and clarity  Takes initiative to improve own performance | Acknowledge contribution of self and others to overall team results  Work collaboratively with others  Commitment to team and group objectives  Understand the needs and goals of others  Ensures team activities are aligned to department priorities  Provides constructive challenge on proposals that will affect own area  Open and inviting of the views of others  Proactively contributes to the work of the whole team  Encourages and values team input. |  |
| **Thinking** | | | |
| **Analysis and Decision Making** | **Change, Creativity and Innovation** | **Business Perspective** | |
| Gather and analyse information and data appropriate to role  Make accurate and effective decisions  Take accountability for decisions  Soundly analyses information/data  Recognises causes and consequences of actions  Plans ahead and reassess workloads and priorities to respond to demand  Anticipates and thinks ahead about next steps  Evaluates and analyses data from various sources to identify pros / cons / risks in order to make well considered decisions  Makes difficult decisions by weighing the complexities involved against the need to act | Demonstrate openness to change and new ideas  Generate creative solutions to work situations  Contribute to change with minimum disruption  Prepares for and responds appropriately to the range of possible effects that change may have on own / team role  Identifies, resolves or escalates the positive and negative effects that change may have on own role / team  Learns new procedures / processes / working practices / technologies and helps colleagues to do the same  Responds effectively to emergencies | Understand the purpose of own role and contribution to the team  Understand our offer.  Protection of the brand and reputation of the organisation.  Keep up to date with industry knowledge  Attention to detail  Presents departments priorities and how they relate to own area of work  Sets and achieves challenging goals and monitors quality within area of responsibility  Maintains a strong focus on business priorities and swiftly responds to changing requirements | |
| **Setting the Pace** | | | |
| **Achievement Focus** | **Planning and Organising** | **Influencing** | |
| Consistently focus on client interactions and experience  Continually performs to achieve goals and meet expectations  Takes every opportunity to learn from experience in order to improve performance  Seizes opportunities to demonstrate success in role  Contributes to improve work methods, outcomes and performance  Generates results by acting in a focused way  Identifies adjustments in own area of responsibility and sets priorities accordingly  Engages in action at the right time to achieve results | Established a course of action to ensure role is effectively directed  Anticipates having to adapt work methods to changes in environment  Gathers information from a range of sources inside and outside thee department to inform own work  Understands what is required of job role and how it contributes to departmental priorities | Listen with the intent to understand not reply  Secure the support of others to achieve efforts  Adapts to new ideas and initiatives relevant to own area of work  Persuades by using concrete examples to make a point  Negotiates in a constructive manner | |

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| --- | --- | --- |
| **Qualities/Approach linked to college values** | | |
| **Safeguarding** | **Equality and Diversity** | **Health and Safety** |
| Demonstrate a commitment to safeguarding and promoting learner welfare | Demonstrate a positive approach to equality and diversity and customer service | Demonstrate an ability to take responsibility for own and others Health and Safety at work |

**Position within the college**

The post-holder will be part of the Vision Business Wrap Around Service and will report to the Senior Performance Coach

**Terms & conditions**

1. The post is offered on a Vision Business Support Service contract and is subject to those terms and conditions.
2. The salary will be within the VBSS Specialist 2 Scale, £32,643.00 per annum.
3. You will be required to work 37hours per week on a flexible basis.
4. You will be entitled to 25 daysleave (plus bank holidays).
5. The college operates a Scottish Widows Group Personal Pension Plan.
6. The post holder may be located at any West Nottinghamshire College Site and will be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

**The application process**

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by 5pm on **Wednesday 9th August 2017.**

[**www.wnc.ac.uk/vacancies**](http://www.wnc.ac.uk/vacancies)

**THE COLLEGE PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.**

**The college is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. All successful candidates are subject to a Disclosure and Barring Service check.  The successful candidate will be required to pay for the DBS check themselves, the cost (£44 for an enhanced disclosure) will automatically be deducted from their first salary payment.**

**It is an offence for anyone who is barred from working with children, young people and or vulnerable adults to apply for this position.**



**Senior Managers Competencies**