



## London Borough of Lambeth JOB DESCRIPTION

**Job Title:** Head of Quality

**Department:** Economy, Culture and Skills

**Directorate:** Sustainable Growth and Opportunity

**Business Unit:** Adult Learning Service

**Grade:** PO7

**Responsible to:** Head of Adult Learning, Skills and Employment

**Responsible for:** The post will line manage up to 5 staff.

### **Main purpose of post**

To lead on quality improvement and provide efficient and effective management of our quality assurance systems, working closely with the Curriculum Innovation and Partnerships Lead and learning providers in promoting a culture of continuous improvement in the quality of teaching, learning and assessment across the provision which meets the needs of Lambeth residents and employers as well as the Council's strategic priorities.

To provide effective line management and support for the Curriculum Innovation and Partnerships Lead; Quality and Compliance Officer; and Employment Coordinator; as well as the Adult Learning Business Administration Apprentice (vacant) and a new role.

To engage with internal and external partners at a senior level, working in a complex and dynamic environment, making decisions that inform the development, implementation, monitoring and revision of quality assurance and quality improvement systems and of the curriculum offer.

To respond to changing client needs and feedback, local, regional and national priorities and ensure full compliance with all relevant quality related regulatory bodies such as Ofsted.

To act as nominated Designated Safeguarding Lead for Lambeth Adult Learning.

To act as Ofsted nominee for the service during inspection.

To represent the service and the Council at strategic planning forums and external groups.

To support and deputise for the Head of Adult Learning, Skills and Employment as required.

### **Principal Accountabilities**

#### **Quality Management and Improvement**

1. Lead on all aspects of the quality cycle, working with tutors, coordinators and provider managers to ensure learners receive consistently high quality service at all points of the learning journey.
2. Develop and implement effective performance management and quality improvement standards, systems and processes to deliver measurable improvements in the quality of information, advice and guidance and of teaching, learning and assessment across the service.

3. Regularly review, revise and implement up-to-date quality assurance policies and procedures across the provision.
4. Actively lead on the preparation of self-assessment reports (SARs) and quality improvement plans (QIPs) for subcontractors, advising and supporting managers in the production of their SARs and QIPs to ensure they are robust, evidence-based and focused on improving the quality of the services provided.
5. Gather and collate a wide range of qualitative and quantitative evidence, data and feedback and develop the service SAR and QIP, using the QIP throughout the year to drive quality improvement across the service.
6. Validate and monitor subcontractor progress in quality improvement and timely delivery of quality improvement plans.
7. Oversee Awarding Body activities being carried out within the provision to ensure successful, high quality assessment, verification and compliance.
8. Work closely with the Curriculum Innovation and Partnerships Lead to ensure the curriculum offer continues to develop and meets quality standards.
9. Work closely with the Data, Performance and Funding Manager to ensure meaningful reporting is available to enable effective monitoring of KPIs across the provision.
10. Lead on surveys of learners, staff, providers and other stakeholders and manage the analysis, review and implementation of resulting improvements.
11. Lead on the implementation of robust and effective Safeguarding practices, including the embedding of Prevent strategies across the partnership and in teaching, learning and assessment.
12. Lead, manage and be responsible for a comprehensive observation programme, including joint and peer observations, convening and implementing the recommendations of moderation panels.
13. Lead on continuing professional development for tutors, organising and running a programme of in-house training sessions and workshops and set up and support in-house professional networks and peer support groups, including developing and then managing a team of best practice tutors.
14. Lead on internal provider quality reviews and standardisation activities across the provision to spread best practice.
15. Maintain own professional development and membership of relevant professional bodies.
16. Actively promote equality and diversity across all learning provision. Use and analyse learner profile data to monitor the engagement of disadvantaged groups, and work with subcontracted providers and other partners to develop and implement effective strategies to promote social inclusion.
17. Identify any achievement gaps across groups and cohorts of learners, and work with subcontracted providers and other partners to develop and implement effective strategies to close achievement gaps.
18. Carry out a programme of performance review and quality improvement visits to subcontracted providers to agree and monitor challenging targets to ensure that KPIs are met and to improve the learner experience.
19. Develop subcontractor action plans and monitor their implementation to ensure agreed contractual recruitment and funding targets and quality performance standards are met, and to foster a culture of continuous improvement.

## **Stakeholder Engagement and Partnership Working**

20. Use professional judgement and expertise to advise and enable adult learning subcontracted providers to review and reshape their quality processes to meet emerging client needs and local, regional and national priorities in a dynamic, political and complex funding environment, whilst meeting all LAL quality assurance expectations.
21. Act as principal adviser on adult learning quality issues, preparing briefing papers and reports as required.
22. Actively participate in adult learning peer review and collaboration activities including leading on specific projects and developments.
23. Advise the Head of Adult Learning, Skills and Employment and strategic planning groups on key developments in area of expertise to inform the development and direction of adult learning, skills and employment related provision in the borough.
24. Represent the service and the Council in work with external agencies, quality improvement bodies and steering groups.
25. Act as the service's nominee during Ofsted inspections, representing the work of the service to the inspection team and liaising between inspectors and Adult Learning and Council staff, subcontractors and external partners.

## **Generic Responsibilities**

Duties expected to be undertaken by all Council employees:

- To carry out the duties of the post in accordance with the General Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, Safeguarding and Prevent and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy.
- To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relationships.
- To actively promote and uphold the Council's code of conduct, values, priorities and service standards.
- To undertake other duties appropriate to the grade as directed by management.

## **Dimensions**

### **Staff Management responsibilities**

The Head of Quality has direct line management responsibility for up to 5 staff.

In addition, they will work in close collaboration with the Data, Performance and Funding Manager to ensure the quality of provision is consistent across all funding streams and curriculum areas.

The postholder will line manage up to 5 staff at any time and may be required to manage staff and consultants in respect of key projects appropriate to the level of the grade.

### **Budgetary responsibilities**

The Head of Quality has responsibility for managing the staff development and teaching resources budgets.

**Other**

The postholder should be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.

## PERSON SPECIFICATION

### Head of Quality

#### PO7

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with 'One Tick' (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
<b>Key Knowledge</b>	K1	Degree and postgraduate teaching qualification (Level 5+).	
	K2	Proven knowledge of teaching, learning and assessment in adult learning, skills and employment across a broad curriculum.	A✓
	K3	Detailed, demonstrable knowledge of the Ofsted Education Inspection Framework and of assessment, verification, and moderation processes.	A✓
	K4	Sound knowledge of the local labour market and learning, skills and employment issues which can affect inequality and disadvantaged residents in an inner city borough.	
	K5	Familiarity with management information systems and sound knowledge of extracting, manipulating, using and analysing learner, course and performance data to drive quality improvements.	
	K6	Up-to-date knowledge of Prevent and the safeguarding duties of the nominated Designated Safeguarding Lead and Deputy.	
<b>Relevant Experience</b>	E1	Extensive experience of planning, implementing, evaluating and revising quality assurance and quality improvement systems which resulted in positive outcomes and which drove significant, measurable improvements across learning provision.	A✓
	E2	Substantial senior management experience of managing a high performing team within a	

		local authority/adult learning and skills service.	
	E3	Solid experience of building and developing strong collaborative partnerships with adult learning and skills providers, voluntary and community organisations, employers, Jobcentre Plus and other agencies.	A✓
	E4	Demonstrable experience of addressing and successfully resolving a range of people and process performance issues.	A✓
	E5	Track record in leading staff and partners in tackling inequality across teaching and learning provision and actively promoting equality, diversity and inclusion.	A✓
	E6	Strong experience of obtaining, analysing and acting on qualitative and quantitative learner, partner and stakeholder feedback to secure continuous quality improvement, and of leading the self-assessment process.	
<b>Core Behaviours</b>	<b>Focuses on People</b>	Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.	A✓
	<b>Takes Ownership</b>	Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.	
	<b>Works Collaboratively</b>	Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.	
	<b>Communicates Effectively</b>	Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive productive relationships with others. It's also about how you listen effectively; make yourself open to conversation and use empathy.	

	<p><b>Focuses on Results</b> Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p>	A✓
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