

## Job Description

### Quality Improvement and Compliance Officer

<b>Salary:</b>	Grade
<b>Contract:</b>	Full time, fixed term
<b>Location:</b>	Medway Campus
<b>Responsible to:</b>	Apprenticeship Compliance Manager
<b>Responsible for:</b>	Apprenticeship Advisors
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The role holder will lead the correct application of University and external regulations, policies and procedures. Working closely with the Quality Assurance and Compliance Office (QACO) the post holder will ensure Lifelong Learning practices and provision are compliant with University, and Sector, regulatory frameworks, whilst supporting Lifelong Learning to achieve its wider strategy.

The role holder will respond to the sector's move to greater regulation and associated risk from non-compliance. They will therefore manage delivery of QA procedure and regulations, under the direction of the Director and Dean of Global and Lifelong Learning, such as Education and Skills Funding Agency (ESFA) and Office for Standards in Education, Children's Services and Skills (OFSTED), liaising with others and producing evidence, at a local level, to mitigate institutional risk.

The role will also lead, and advise on Sector wide rankings that will inform future strategy and priority areas of work by conducting in-depth analysis and creating timely reports to assist with monitoring progress against agreed targets, such as for the Apprenticeship Governance Committee.

The role will also provide management input into other strategic institutional projects associated with education and student experience whilst helping to improve the management of data to ensure operational effectiveness and growth of the Lifelong Learning offer.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Accountable for the professional service oversight and successful delivery of Global & Lifelong Learning's QA and that of its collaborative partners, both internal and external to the University. This includes organisations such as the ESFA, Ofsted, external regulatory and accrediting bodies, and legal services. This also involves being the nominated Ofsted contact for inspection and other compliance activity to enable Global & Lifelong Learning to achieve its strategic objectives.
- Provide leadership and advice to the Global & Lifelong Learning's Senior Leadership Team (SLT) focused on suggestions for QA improvements to ensure compliance across all provision. Act as Secretary to the University of Kent Apprenticeship Governance Committee. Oversee internal periodic audits/reviews of QA policies and procedures as strong procedural management will be required to ensure that Global & Lifelong Learning's policy, procedures and processes meet the required standards. To achieve this, you will provide SLT with regular and accurate QA information for planning purposes.

- Produce timely and accurate reports and statistics whilst making recommendations to the Dean and the SLT on the agreed plan and suggest actions as a result of this information to ensure that all milestones are being met. Identify and flag any risks and seek to offer mitigations for this.
- Provide clear and accurate QA management and advice (including in areas of ambiguity) to ensure its activities align with University and external regulations and support its quality assurance strategies and initiatives.
- Provide QA oversight and guidance to the Programme and Administration Manager, relating to the process of 'exams in the workplace' for apprentices, held up to four times per year.
- Provide QA oversight on learner liaison acting as the contact for Apprentices with regards to conflicts or disputes within the workplace, provide guidance on support available for learners and manage and monitor Apprentices' competency reviews, resolving any matters arising from this activity and dealing with matters in a sensitive and confidential manner.
- Provide clear and accurate QA management and advice on establishing, monitoring and maintaining robust academic registration and administration processes to include monitoring completion of registration of learners, including apprenticeship sign-up forms, written agreements, mapping documents and apprenticeship agreement. You will be responsible for the overseeing the maintenance of each Apprentice Evidence Pack, in liaison with the Programme and Administration Manager, the Finance Manager and the Business Relations Manager, in order to ensure compliance with the ESFA regulations.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The role holder will be responsible to the Apprenticeship Compliance Manager, although expected to work with autonomy and independence, drawing on knowledge and expertise gained from past experience. The role holder will rely upon their team for the provision of key specialist information in this area, liaising with external sources as required.
- The role holder will work with the Dean via the Apprenticeship Compliance Manager, to advise on strategic direction relation to rankings and compliance, including Ofsted, in conjunction with QACO, and ESFA. This will require understanding of the complexities and challenges facing the sector.
- Manage apprenticeship related QA processes and procedures, ensuring compliance, monitor the maintenance up to date information for the University on the ROTO and Providers Portal (DAS), ensure the criteria for registration on the APAR is being met and the register of End Point Assessment Organisations (EPAO), mitigating Global & Lifelong Learning's and institutional risk liaising with QACO, and legal services, as necessary, ensuring the Global & Lifelong Learning operates effectively, and in accordance with University and external regulations.
- Close collaboration will be required with busy senior academic and non-academic colleagues across the organisation and communicating with them in a professional and timely manner will be essential. The ability to enforce tight, non-negotiable timelines in a sensitive and appropriate, yet effective, way is crucial.
- Managing workload with Programme and Administration Manager and is expected to manage unexpected/unplanned work within overall timeframes.

## Facts & figures

In addition to post-graduate part-time learners, collaborative partner delivered provision and short courses, within Global & Lifelong Learning there are apprentices enrolled across a range of Kent apprenticeship programmes. The number of students, apprentices, learners and programmes is set to grow significantly in coming years. Currently the provision is offered via none-traditional delivery routes including digital, on-line and blended learning, as well as face to face block teaching

## Internal & external relationships

**Internal:** All learners (including apprentices), academic and administrative members of staff including Directors of individual programmes, key contacts in University support services the Quality Assurance and Compliance Office and other Central Services.

**External:** Prospective learners (including apprentices) and their employers as necessary, external partner institutions and organisations - current and prospective, DDU, employers, Inter University relationships with regard to improving systems and gaining best practice. All collaborative partner organisations. Suppliers and contractors to Global & Lifelong Learning, and representatives of regulatory bodies including Ofsted and ESFA, and legal services.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Degree in relevant field or equivalent qualification or experience (A)
- Demonstrable experience of working of, and sound working knowledge of quality assurance procedures in education (A,I)
- Detailed knowledge of apprenticeship standards (A,I)
- Experience of leading an effective quality assurance through a developed understanding of OFSTED and ESFA regulatory and accreditations process and associated governance requirements (A,I)
- Demonstrable experience of managing relationships with regulatory or accreditation bodies and an in-depth knowledge of accreditation processes, standards and criteria (A,I)
- Excellent IT skills and be familiar with the use of large databases, spreadsheets, Microsoft Office applications and web-based applications to capture and report on quality assurance, accreditation and rankings data (A)
- Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues to work collaboratively to ensure strategic priorities are met, and the ability to produce clear and concise written materials (A,I)
- Working knowledge of the requirements of the Data Protection Act (GDPR) (A,I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

### Desirable Criteria:

- Experience of Education Quality Assurance Processes (A,I)
- Experience of working in a HE environment or Education Setting (A,I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*