

Job Description

Job Title:	Qualifications and Quality Manager
Department:	Qualifications and Quality
Reporting To:	Head of Qualifications and Quality
Location:	Hybrid working (split between home working and SportPark, Loughborough)
Job Purpose:	To ensure the efficient and effective delivery of regulatory and quality assurance activities both internally and externally including across centres and products, in line with policies, procedures and regulatory requirements.

Strategic Influence

(The extent to which the role directly contributes to shaping our strategic objectives)

- Input into the development and support the monitoring of Swim England Qualifications Operational Plans.
- Ensure that related policies and procedures are reviewed, revised and delivered consistently in line with regulatory requirements.
- Ensure operational planning, delivery and monitoring are efficient and effective.
- Monitor and report on quality, compliance and product related targets and standards that achieve Swim England Qualifications objectives.
- Ensure high quality support is provided to all Approved Training Centres, Delivery Organisations and External Consultants.
- Identify and implement improvements to compliance and product service delivery.

Key Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- Build and maintain open, respectful, and trustful relationships with senior staff and all members of the Swim England Qualifications team, including external consultants.
- Develop and maintain effective working relationships with other internal departments.
- Develop and maintain effective working relationships with Approved Training Centres and Delivery Organisations.
- Represent Swim England Qualifications at internal and external meetings, events, conferences and exhibitions in a positive manner.

Professional Expertise

(The degree of technical knowledge & experience which is needed)

- Has experience, knowledge and skills to manage the quality and commercial operations within the department.

- Uses effective management to ensure the smooth day to day quality and product delivery.
- Demonstrates a high standard and quality of work, encouraging this in self and the team.
- Exhibits good communication, influencing and negotiation skills to enable and support buy-in on ideas and improvements.
- Has the skills to handle difficult conversations efficiently and effectively.
- Maintains and develops own technical knowledge and supports the development of that of the team to provide informed advice and guidance.
- Is familiar with the requirements and requests of regulatory bodies i.e., Ofqual and Qualification Wales in order to ensure operational compliance.
- Understands risk identification and mitigation within quality, compliance and product operational delivery.
- Consistently acts as a positive role model for Swim England Qualifications, both internally and externally.

Scope and Accountabilities

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Support the development, monitoring and review of budget lines within the department budget.
- Recommend improvements to enhance and streamline operational and quality assurance policies and procedures.
- Responsible for reporting regular compliance and product updates to the Head of the Department.
- Acts as deputy RO in the Heads of absence, providing regulatory guidance and recommendations for approval to the SEQ Operations Manager / Learn to Swim Workforce Director / Chair of SEQ Board (if necessary - level determined by situation).
- Undertake first line investigation of irregularities that threaten the integrity of awarding including cases of internal and external malpractice in line with policies and regulations.
- Apply managerial skills and experience to ensure team members are supported, developed and line managed within the expectations of the department and organisation.
- Create and review existing and new quality assurance policies and procedures.
- Manage the cascade of information to ATCs, including updates, events and information on new products and / or services via a number of media.
- Oversee product planning and processes including managing the research and creation of product business cases.
- Undertake quality assurance reviews of products (e.g. CPDs and qualifications) and support with any product queries.
- Manage the delivery of standardisation and training to external consultants.
- Manage the maintenance of the SEQ website content to improve engagement and maintain compliance with regulatory requirements.

Deliverables:

(The actual tasks and KPIs against which performance is measured and appraised)

- Acts as deputy RO in the Heads of Department absence, providing regulatory guidance and recommendations for approval to the SEQ Operations Manager / Learn to Swim Workforce Director / Chair of SEQ Board (if necessary - level determined by situation).
- Provide regular accurate data for inclusion in department reports and Swim England Qualifications Board Reports, ensuring that relevant actions are undertaken.
- Report potential compliance incidents to the Head of the Department in a timely manner.
- Develop, monitor and regularly review relevant quality and product policies, procedures, guidance and targets in order to meet regulatory requirements and operational objectives.
- Provide suggested quality and product solutions to mitigate risk and reoccurrence.
- Effectively manage quality and product delivery, planning work schedules, resource requirements and the achievement of deadlines.
- Deliver an effective staff review process in line with company requirements for direct reports.
- Identify training needs to meet quality standards.
- Ensure outcome decisions are valid, reliable and meet the relevant regulators conditions.
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the Head of Department.
- Proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity, Health & Safety and Data Protection.

Person Specification

Skills:	Essential	Desirable
Excellent line management skills with the proven ability to support and develop others	E	
Comprehensive skills in the management of the delivery of Quality Assurance policies and procedures within an education environment	E	
Excellent communication skills (written and verbal) with a demonstrable ability to express ideas, objectives and plans clearly and precisely	E	
Comprehensive skills in handling difficult conversations in an efficient and effective manner	E	
Ability to form strong relationships with a variety of internal and external stakeholders	E	
Strong work ethic, flexible, with a commitment to managing expectations, communicating status of performance, projects and delivery openly and honestly	E	
A high level of computer literacy with proven experience of Microsoft Word, Excel, PowerPoint, Outlook and Teams	E	
Skills of using and updating other systems, such as websites, regulators portals, Parnassus, Box, and Classmarker		D
Knowledge:		
A comprehensive understanding of qualification design, development, delivery and assessment, specifically in regard to vocational technical qualifications	E	
A comprehensive understanding of Quality Assurance policies and procedures within education, specifically vocational technical education	E	
A comprehensive understanding of the external environment, systems, processes and timelines, such as for regulators and		D
An understanding of the sport of swimming and the aquatic disciplines		D
Knowledge of education in the sports and leisure sector		D
Knowledge of the NGB, Swim England		D
Operational experience of Ofqual and Qualification Wales Conditions of Recognition and their implication for awarding organisations		D
Experience:		
Experience in a quality based management role within the education sector	E	
Experience of effective management to ensure the smooth day to day quality and product operational delivery		D

Experience of risk identification, mitigation, and management within a quality / educational environment	E	
Experience of line management in a fast paced environment where information and decisions have to be accurate but are often time-bound with minimal notice	E	
Experience of creating and undertaking quality assurance reviews and developing policies and procedures in line with changing	E	
Experience of regulatory qualification design and development		D
Experience of managing regulated and non-regulated product research, development and reviews within vocational technical		D
Experience of working with autonomy with external stakeholders and group wide internal stakeholders		D
Approach:		
Flexible approach to work with the ability to work under pressure in a changing environment	E	
An influential approach to customer and stakeholder communications, maintaining professionalism at all times	E	
Approachable, positive and resilient	E	
Works to a high standard with a strong work ethic	E	
Ability to travel where appropriate to represent the Awarding Organisation	E	
Passionate about promoting shared understanding and collaborative working	E	
Qualifications:		
GCSE grade A - C in English & Maths or level 4 or above	E	
Assessment and / or teaching qualification such as PGCE, PTLLS, D32/D33, A1 or equivalent	E	
Evidence of current / relevant job related continual professional development	E	
Internal and / or External Verification Qualification, such as D34/V1/L4 IQA/L4 EQA or equivalent	E	

Your Personal and Career Development Plan

Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded yellow on our Career pathway, therefore other yellow graded roles could offer additional skills or experience. Green, Blue or Purple graded roles would offer progression.