

## **Job Description**

**Job Title:** Learning and Skills Quality Officer (Supported Internships)

**Reports to:** Learning and Skills Head of Quality

**Grade Band :** D

**Location:** Nationally - Home Based with National travel

### **Purpose**

To develop and implement highly effective key processes and operating procedures to ensure that operational staff and their contracts are supported to successfully achieve targets set by Commissioners, Ofsted, Learning and Skills Senior Management and in line with the quality objectives set in the Shaw Trust Strategic Directive.

Through the detailed analysis of contracts and contractual requirements, support operational managers and their staff to improve through ensuring highly effective and efficient processes, documents and e-forms are in place across all contract areas including those online, and which meet all required standards. In collaboration with operational managers, agree and implement improvement activities as appropriate as identified through monitoring against the quality calendar. This will involve working in collaboration with a team of Quality and Curriculum staff whilst also monitoring quality assurance processes that validate the quality of our program delivery and achieving the organisational aims to achieve at least an Ofsted grade 2, providing at least good outcomes for learners supporting staff to undertake their duties effectively.

Working within the Learning and Skills directorate, specifically the Supported Internship delivery across the L&S, Children's and Enterprise directorates, in collaboration with operational colleagues to lead and implement internal quality assurance (IQA) strategies and activities across all Shaw Trust Supported Internship programs and courses delivering accredited qualifications through awarding organisations in line with relevant standards and regulations. To meet and exceed internal and external expectations and standards and taking a collaborative approach to ensure continuous improvement and high quality services for all supported internship delivery, in line with the Shaw Trust Strategic Directive 2030.

## Main Duties and Responsibilities

1. Manage the Supported Internship Quality Observation process including standardisation, training and moderation.
2. Monitor and report on the impact of quality activities and development plans
3. Monitor and quality assure functional skills delivery
4. Creation and development of effective self-assessment reporting (SAR) and continuous improvement processes, in line with ISO9001:2015.
5. Ensure delivery of supported internship programs in line with appropriate standards including but not limited to Ofsted's Education Inspection Framework (EIF, 2019), Awarding Organisations (AOs) etc.
6. Lead the IQA planning, sampling and monitoring of all applicable end-to-end learner journeys to identify areas for improvement, and work with all IQAs and operational staff to bring about rapid improvements as necessary through effective continuous improvement strategies, including the development of all IQAs and operational delivery staff.
7. Ensure effective monitoring and tracking processes are in place to manage individual learners', including that of interns' progress up to the achievement of the agreed employability and functional skills qualifications.
8. Contribute to the planning of a schedule of CPD for all tutors/teaching assessors and job coaches to ensure they are able to continually improve the quality of their delivery and their own professional practice.
9. Develop a QA framework for assessment and quality assuring the job coaching delivery in line with national standards being introduced by the DfE (2022) and good practice identified by organisations such as BASE.
10. Contribute to a self-assessment QA tool, in relation to the SI guidance published February 2022, a Supported Internship Quality Assurance (QA) Framework has been developed by the Education & Training Foundation and will be published by the end of March 2022.
11. Scope, identify and suggest process improvements in the learner journey for programmes of learning across the group and then the subsequent implementation of those processes with associated training.
12. Support a demonstrable improvement in success/achievement rates across all supported internship programmes to exceed national benchmarks.
13. Deliver training sessions to all required internal and external staff, IQAs, Tas, job coaches/brokers and other key staff to drive good practice and deliver continuous improvement.
14. Contribute to the maintenance and continual improvement of the e-portfolio system (OneFile) and other learning systems accessed by staff and learners and ensure all updates are performed.
15. Ensure all quality and compliance processes are fully adhered to in order to mitigate risks to funding and success/achievement rates and to contribute to the group maintaining and improving current standards with regulatory bodies.
16. Ensure all stages of the learner/intern journey fully meet and exceed the standards within Ofsted's EIF, including; initial assessment, skills scans, progress reviews, English, maths and ICT, gateway reviews, Personal Development Behaviour and Attitudes (PDBA), IAG and progression to the next step in learners' career/learning journey.

17. Ensure all Supported Internship (Learning and Skills) contractual documentation, policies and procedures are recorded and maintained on a central register and track all revisions to support consistent practise across the division, with scheduled monitoring to ensure full compliance by all staff.
18. Analyse quality management information data to support operational managers in ensuring that qualitative performance and achievements are driven and managed.
19. Undertake file and system checks for quality and compliance in line with Commissioner contractual, and Ofsted, Matrix and other quality standard requirements.
20. Liaising with the Group Customer feedback team, manage Supported Internship customer, employer and stakeholder feedback ensuring that appropriate surveys and focus groups are facilitated and analysed with improvement actions carried out as a result of feedback. This must be recorded and shared with customers and stakeholders.
21. Ensure all Learning and Skills Supported Internship customer complaints are investigated and responded to in line with the complaints process leading to successful and timely resolution.
22. As a result of identified improvement activities ensure that appropriate action plans are in place, are regularly reviewed and updated in line with the quality assurance policy and the quality monitoring calendar.
23. Ensure the division is 'always ready' with the correctly stored and document-controlled policies, procedures, plans and information to meet Matrix, Ofsted, ISO and any other standards as requested by the Operations and Managing Directors.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at

work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's Safeguarding and Prevent policies and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Quality Officer, Learning &amp; Skills</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Relevant vocational education qualification at level 3 or above. (E)</li> <li>• Assessment and Internal Verification / Quality Assurance Qualification; A1, CAVA, V1, IQA. (E)</li> <li>• Teaching qualification minimum Cert Ed or PGCE (E) Demonstrable evidence of Continuing Professional Development (E)</li> </ul>

## Experience

- Experience in preparation of education Self-Assessment Reports and Quality Development Plans. (E)
- Extensive track record of achieving high standards in education and training and internship delivery within classroom and work-based training, in line with Ofsted's Education Inspection Framework (EIF). (E)
- Experience of working with an e-portfolio system to a demonstrable high standard as a teacher, trainer/assessor of education and training and management reporting functionality (preferably experience using OneFile e-portfolio). (E)
- Strong education, training and supported internship sector knowledge and experience. (E)
- A passion for continuous improvement, learning and development.
- MIS/database knowledge including form capture systems (PICS/FCA). (D)
- Knowledge of applicable quality management standards and accreditations including; ISO9001:2015, Matrix standard, Merlin standard. (D)
- Knowledge and experience of DWP employability framework and contract delivery. (D)
- Relevant previous experience within an operational quality and compliance setting(E)
- Demonstrable experience supporting all regulatory inspection, audit and scrutiny activity (E)
- Knowledge of the education and skills landscape. (D)
- Demonstrable experience of Self-Assessment and improvement planning in an educational setting (E)
- Experience of high-level report writing and presenting technical information to a high standard. (E)
- Experience of presenting commercially sensitive information to a senior level audience. (E)
- Effective methods of engaging staff and customers in service improvement activities (E).
- Proven skills and success in developing effective relationships with a range of stakeholders (E)
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire. (E)

**Skills and Attributes**

- Ability to work flexibly to cope with the varying demands of the role and achieve desired results. (E)
- Ability to identify staff needs and assist with the delivery of training to support performance improvement. (E)
- Administrative skills necessary for maintaining records, assessment, quality assurance systems and records, curriculum and teaching and learning materials.(E)
- Ability to set, monitor and report on performance and on improvement targets. (E)
- Excellent organisational and time management skills demonstrating ability to produce work to high quality standards. (E)
- Ability to work on own initiative and within a team. (E)
- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
- Ability to manipulate and analyse complex data (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level (E)
- Excellent report writing skills (E)
- Strong commercial acumen and project management capability (E)

**Personal qualities, communicating and relating to others**

- Acts as a role model for Shaw Trust Values with high levels of professionalism being displayed (E)
- Strong relationship management and strong communication skills to provide direction, support, influence and mentoring to stakeholders (E)
- Ability to think strategically and operationally (E)
- Personal and functional credibility to provide direction, support, influence and mentoring to stakeholders (E)

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at a *Basic* level (E)

**Other**

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity with a good understanding of disability issues (E)
- Willingness to undertake travel throughout the UK, including occasional overnight stays on behalf of the Trust as required (E)