

Job Description

Job Title: Assistant Director of Claims, Quality & Compliance (Learning & Skills)

Reports to: Contracts Director

Grade Band: B

Location: Homebased with occasional travel

Purpose

The Assistant Director of Quality & Compliance (Learning & Skills) is responsible for ensuring the highest standards of quality, compliance and continuous improvement across the division. This role involves overseeing all quality assurance processes, managing compliance with regulatory requirements alongside ensuring effective and timely provision of all related services in line with relevant legislation, contracts, Education Inspection Framework and quality standards.

The Assistant Director will provide strategic leadership for continually improving the quality and assurance of all delivery in order to further improve standards for learners and staff. They will have overall responsibility for the Claims, Compliance, Safeguarding and Quality teams.

Main Duties and Responsibilities

1. Provide leadership and strategic direction for the quality, curriculum, compliance and claims of learners across learning and skill contracts.
2. Prepare and produce regular performance, compliance, and quality reports to Senior Leadership and the Board, escalating any areas of concern.
3. Lead and manage the Performance, Quality, Curriculum, and Safeguarding teams to maintain and develop regulatory and accredited standards, in collaboration with the central Quality Team.
4. Lead the development and delivery of the quality assurance processes and the oversight of the quality cycle which supports all provision types.
5. Provide leadership and management of policy and procedure compilation, revision/version control, ensuring accessibility for all staff.
6. Foster a culture of continuous improvement and high standards, developing and implementing a continuous improvement strategy for Learning and Skills, driven by market intelligence.
7. Develop, implement and continuously improve a comprehensive quality assurance framework.

8. Work with the Learning and Skills Operational Leadership Team to ensure effective delivery of the overarching Learning and Skills strategy and compilation of annual reporting for the division.
9. Lead and provide expertise in curriculum design to ensure high-quality and compliant provision in line with the funding rules.
10. Ensure optimisation of learner outcomes through ensuring close working with End Point Assessment Organisations (EPAOs).
11. Lead the continuous development of the curriculum, including innovative and flexible delivery models across all areas, particularly Apprenticeships.
12. Develop clear expectations related to programme self-evaluation, being responsible for the production of monthly, quarterly and annual reports, associated improvement plans and oversee implementation of such plans
13. Ensure accurate recording of learner assessments and evidence for compliance.
14. Develop and implement Internal Quality Assurance (IQA) strategies through the quality team.
15. Support delivery teams to achieve high-quality outcomes, capturing evidence of impact on achievement, progression, and outcome rates within the Quality Improvement Plan.
16. Overall responsibility for the Self Assessment Report (SAR) and Quality Improvement Plan (QIP) process for the division.
17. Lead the preparation and co-ordination of Ofsted acting as OFSTED quality nominee and any audits. Ensure robust knowledge of all areas of the Ofsted Education Inspection Framework, particularly the Quality of Education, to maintain at least a grade 2 outcome.
18. Ensure accuracy and consistency of management information and data from Learning and Skills, implementing effective controls to improve output quality.
19. Ensure accurate and timely submission of monthly claims, returns, and Commissioner reporting requirements, adhering to guidelines, funding rules, and deadlines.
20. Interrogate data from funding reports to ensure claims are accurate, maximised and are reported to operations to enable performance and growth points to be met and exceeded as required.
21. Ensure accurate and timely submission of monthly claims, returns, and Commissioner reporting requirements, adhering to guidelines, funding rules, and deadlines.
22. Ensure processes and systems are in place for effective department operations and high-quality learning experiences for all learners
23. Lead internal audits and quality reviews to ensure compliance with organisational standards. Ensure all documentation and evidence required for audits are accurate and up-to-date and implement action plans to address any areas of improvement identified during audits.
24. Ensure compliance with all relevant regulatory requirements, including Ofsted and ESFA standards.
25. Ensure clear oversight of all policies, funding rules and their application and compliance throughout the division. Maintain up-to-date knowledge of changes in legislation, and regulatory requirements and ensure these are communicated effectively and actioned within the division.

26. Ensure a regular internal schedule of quality and compliance audits and risk assessments is maintained.
27. Develop and deliver training programmes to enhance staff understanding of quality and compliance requirements.
28. Collaborate with senior management to align quality and compliance strategies with organisational goals.
29. Represent the division on external strategy groups and partnerships related to Learning and Skills.

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 policy 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.

Person Specification Job Title: Assistant Director of Quality & Compliance (L&S) (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Bachelor's degree or equivalent qualification in a relevant field (e.g. Education, Quality Management) or equivalent experience (E)• Full membership of relevant professional body or willingness to work towards (D)• Demonstrable evidence of Continuing Professional Development (E)
Experience <ul style="list-style-type: none">• Extensive senior management experience of working in large third sector or commercial organisation (E)• Extensive experience in quality assurance and compliance management within the education or learning and skills sector (E)• Demonstrable experience at a senior level supporting all regulatory inspection and scrutiny (E)• Experience leading a compliance / quality (including curriculum) function and of contractual compliance for government contracts (E)• Proficient in CRM systems (E)• Previous experience of working with PICS system, One File and BI reporting (D)• In-depth knowledge of Ofsted and ESFA requirements and audit processes (E)• Ofsted nominee experience (E)• Knowledge of funding rules and Claims submissions (E)• Experience of working in Apprenticeships (E)• Experience of working with other DfE funded contracts including Study Programmes/ Supported Internships (D)• Demonstrable track record of leading change programmes within a team(s) (E)• Experience of leading people (E)• Experience of effective partnership working with internal and external stakeholders including building strong external relationships (E)• Experience of working with and improving systems and processes (E)• Experience of managing operations with multiple teams on a remote basis (E)• Ability to demonstrate a proven track record of achievement at a senior level within the Learning and Skills sector (E)

Skills and Attributes

- 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 with confidence to present at senior level (E)
- Strong commercial acumen and project management capability (E)
- Proven skills and success in developing effective relationships with a range of stakeholders (E)
- Excellent analytical and problem-solving skills (E)
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire (E)

Personal qualities, communicating and relating to others

- Acts as a role model for Shaw Trust Values with high levels of leadership being displayed (E)
- Strong Relationship management and strong leadership skills to provide direction, support, influence and mentoring to stakeholders (E)
- Ability to think strategically (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 an Enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Ability to travel as required (E)
- Good understanding of disability issues (D)