

## Job Description

**Job Title:** Group Head of Quality

**Reports to:** Continuous Improvement Director

**Grade Band :**

**Location:** Nationally (Home Based)

### Purpose

A functional lead with responsibility for operational quality and continuous improvement strategy and implementation within the organisation. Ensuring effective and timely provision of all related services in line with relevant legislation and quality standards.

This will involve managing a team of Quality Managers and implementing high-quality coaching and assessment strategies. Whilst also adhering to quality assurance processes that validate the quality of our program delivery and achieving the organisational aims outlined in the Shaw Trust strategic Directive

### Main Duties and Responsibilities

1. To act as a functional lead for quality and continuous improvement matters ensuring all relevant regulatory and accredited standards are maintained and developed.
2. Subject matter expert for all areas of the Ofsted Education Inspection Framework (EIF), particularly Quality of Education and take a lead role in our Ofsted nominee team to achieve and maintain at least a grade 2 outcome
3. Take responsibility for the development, implementation and on-going management of quality and continuous improvement processes in line with regulatory and organisational requirements.
4. Ensure ongoing monitoring and assessment of services in line with current legislation so that governance arrangements are not compromised.
5. Responsible for supporting operational divisions to improve the level of quality, ensure all contractual outcomes are being exceeded and ensure the necessary processes and systems exist for all contract areas, working with operations to design and implement.

6. Ensure knowledge of the employability, education and skills landscape, in addition to that of other commissioners such as Justice, DWP, IAG, ESF etc., is kept up to date.
7. Responsible for leading Self-Assessment in a cross divisional approach and ensure Quality Improvement Plans drive impact to meet the desired improvement objectives.
8. Support the improvement in achievement, progression and outcome rates across contracts and provide monthly reporting through a Quality Key Driver reporting format that will inform the Senior Leadership Team and Board as to risk and appropriate risk mitigation.
9. Ensure the internal quality team are developed and conduct activity to the required standard.
10. Critically review and validate Quality Manager reports and judgements across all Quality assurance activity including but not limited to sampling and observations.
11. Promote a culture of continuous quality improvement/CPD through setting robust quality improvement objectives with managers and monitoring progress to ensure achievement
12. Work effectively with key partners and other stakeholders including working closely with other Heads of Service within the business in order to achieve effective quality and monitoring.
13. Ensure the quality of delivery across all contracts meets and exceeds commissioner and regulatory requirements.
14. Ensure the quality of teaching, learning, assessment and IAG supports retention, success and progression.
15. Implement and monitor operational quality assurance procedures and processes to improve standards and create a culture of continuous improvement.
16. Monitor staff qualifications and training, ensuring they meet regulatory, business and occupational competence
17. Work effectively with the organisations learning and development team in order to develop staff training and development pathways
18. Host regular quality and delivery meetings to celebrate success, share good practice, address developments and provide updates as required
19. Contribute to the Trust's key priorities and strategic aims through the delivery of the service and ensuring compliance with related statutory requirements.

20. Lead, manage and provide direction to the Operational quality and compliance team and develop staff within the department.
21. Ensure that the Operational quality and compliance function meets or improves budget and efficiency targets in line with business objectives.
22. Maintain professional knowledge and skills.
23. Undertake any other duties, either for this department or any other department within the business as requested by the Line Manager.

### **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.

<p><b>Person Specification</b></p> <p><b>Job Title: Group Head of Quality</b></p> <p>(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>• Educated to degree level and/or significant experience within a relevant field.</li> <li>• Full membership of relevant professional body or willingness to work toward s</li> <li>• Demonstrable evidence of Continuing Professional Development</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant senior previous experience managing operational quality and compliance (E)</li> <li>• Demonstrable experience at a senior level supporting all regulatory inspection and scrutiny (E)</li> <li>• Demonstrable experience of being an Ofsted nominee in addition to leading activity such as PAT and local authority audits. (E)</li> <li>• Knowledge of the education and skills landscape in addition to that of other commissioners such as Justice, DWP, IAG, ESF etc. (E)</li> <li>• Demonstrable experience of leading Self-Assessment and improvement planning in a cross divisional approach (E)</li> <li>• Experience of leading a compliance/quality function, budgets and relationships. (E)</li> <li>• Experience of high level report writing and presenting technical information to a high standard. (E)</li> <li>• Experience of presenting commercially sensitive information to a senior level audience. (E)</li> <li>• Experience of contractual compliance for government contracts delivering employment, learning and skills, justice and/or young people’s services (E)</li> <li>• Experience and knowledge of ISO9001, matrix and quality standard requirements of a broad range of public service commissioners at different levels and in different sectors (D)</li> <li>• Demonstrable success in improving performance and quality to achieve and exceed contractual and organisational objectives. (E)</li> <li>• Effective methods of engaging staff and customers in service improvement activities (E).</li> </ul>

**Skills and Attributes**

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases.
- Ability to manipulate and analyse complex data
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level
- Excellent report writing skills
- Strong commercial acumen and project management capability
- Proven skills and success in developing effective relationships with a range of stakeholders
- Able to demonstrate success in producing efficiencies and increased outcomes against targets
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire.
- Excellent, proven, people management skills

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

- Acts as a role model for Shaw Trust Values with high levels of leadership being displayed
- Strong Relationship management and strong leadership skills to provide direction, support, influence and mentoring to stakeholders
- Ability to think strategically
- Personal and functional credibility to provide direction, support, influence and mentoring to stakeholders

**Safeguarding**

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

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity
- Ability to travel on behalf of the Trust as required
- Good understanding of disability issues
- Willingness to undertake travel throughout the UK, including occasional overnight stays