Job Description: Senior Quality Manager

Organisational responsibilities

Reports to: Chief Executive Officer

Line Manages: TechAbility Manager, Transform Manager.

Main purpose of role

The purpose of this role is to lead the development of Natspec’s quality improvement initiatives, to enable the continuous improvement of member colleges and other specialist Further Education provision. The postholder will have oversight of Natspec’s quality support services, evaluating and developing them to ensure they are relevant and responsive to the needs of Natspec members, affiliates and the wider FE and skills sector. The postholder will also be responsible for ensuring the services are sustainable through effective income generation and budget management.

They will develop and lead the quality improvement team, have overall responsibility for external contracts such as the DfE’s Centre for Excellence work, and bid for additional project work where appropriate.

The postholder will work across Natspec as part of the senior management team, and will contribute to our organisational vision and strategy, developing and maintaining Natspec’s position as the authoritative voice of specialist further education. Working with the chief executive and senior policy manager, the role will contribute to board meetings and organisational work programmes, and ensure that the policy, quality improvement and training elements of Natspec’s work are linked.

Key responsibilities and accountabilities

Line management

* Line manage the Transform Manager, the TechAbility Manager, and the Centre for Excellence staff, to ensure they perform their duties and responsibilities in line with individual and organisational goals.
* Monitor the activities of direct reports and support / mentor / coach individuals as required.
* Look for trends and areas for continuous improvement, as well as empowering others to attain improved performance, cost savings and efficiencies.

Organisational and service development

* Develop the Transform, TechAbility and Centre for Excellence services to create a unified and co-ordinated quality improvement team, ensuring the range of services is continually evaluated and developed. Identify additional resources and capacity required and develop business cases for team expansion if required.
* Expand the Natspec training services to reach a wider cross section of FE organisations
* Ensure that the Transform, TechAbility and other training and consultancy services are sustainable, generating income, managing the budget effectively and bidding for external projects.
* Support the chief executive with development of strategic and internal operational plans.
* Support board members to fulfil their roles through board papers and presentations, sharing/discussion of quality improvement information and contributing to events, networks, meetings and publications.

Member support

* Develop a comprehensive understanding of the curriculum offer and type and quality of provision across member and affiliate colleges. Consult regularly with member colleges to establish an understanding of members’ issues, concerns, and quality support requirements. This includes undertaking visits to member colleges to better understand their interests and respond to their requests for support.
* Use the information collected from quantitative and qualitative research and meetings with members to inform and shape the QI offer and develop services which will address weaknesses and gaps.
* Provide quality support and advice to members through a variety of activities, including leading on the organisation of national events, meetings and webinars.
* Quality assure the training/consultancy offer, together with broader membership services. Work across the organisation to evaluate their impact, and use evaluation data to lead on developing and improving services.
* Share compiled data and research findings from members to support quality improvement across the membership.
* Raise awareness of quality and standards across the membership, in particular in relation to revised inspection frameworks, new legislation, statutory requirements and guidance.
* Regularly communicate with members via newsletters, briefings, Ofsted and Estyn report analyses, Quality Times articles, blogs, social media and the website.
* Facilitate relevant Natspec networks such as the quality network, employment network and care network, and stay abreast of issues raised by networks facilitated by member colleges (e.g. PMLD, Sensory, Autism). Identify new networks that might be appropriate and secure facilitators to enable them to be established.
* Work closely with board members holding associated quality roles.
* Advise the Natspec team, the board and the wider membership on quality improvement initiatives, ensure members are aware of key requirements and associated documentation, and make recommendations to provide the best outcomes for learners with high needs.
* Support regional Natspec member meetings, alongside the CEO and Senior Policy manager.

Influencing the sector

* Promote and expand the use of Natspec training, consultancy, advice and guidance services with affiliates and non-member organisations, to develop specialist expertise across a range of FE providers leading to improved quality of provision and outcomes for learners with high needs.
* Develop organisational policy positions on key quality issues in discussion with the chief executive, the senior policy manager, the board and the wider membership.
* Liaise with Ofsted, Estyn, CQC and CIW to support improved understanding between Natspec, its members and the regulators, and to influence regulatory policy for the benefit of learners with high needs.
* Prepare responses to relevant consultations, calls for evidence and other reports.
* Develop proposals, initiatives, case studies and other material that will demonstrate the value of specialist FE and the impact of high quality provision for learners with high needs.
* Influence the wider FE sector to promote the value of specialism and champion support for learners with complex needs.

Communications and media

* Work with the Natspec communications, marketing and publicity officer to plan and write blogs, briefings and reports which support Natspec’s online and media presence.
* Prepare content for briefings and contribute to regular newsletters/publications to members on quality issues.
* Support the production of a high-quality programme for the annual conference.
* Speak at events on behalf of Natspec.
* Identify media opportunities to increase coverage and profile for activities of Natspec and its member organisations, and prepare news stories and press releases when appropriate.
* Represent Natspec and speak on behalf of members to relevant media outlets, responding to requests for comments relating to quality of provision.

The list above is not exclusive or exhaustive and the post holder may be required to carry out other duties appropriate to the specification and job grade. The post is flexible, and the post holder will be expected to adapt as necessary to the needs of a small organisation.