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##### Job Description

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| **Department:** | Economic Growth and Housing |
| **Section:** | Sefton Community Learning Service |
| **Location:** | 53 Cambridge Road, Seaforth, L21 1EZ |
| **Post:** | Quality Manager |
| **Grade:** | H (scp. ) |
| **Job Evaluation Ref No:** |  |

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| **Responsible for:** | N/A |
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| **Responsible to:** | Assistant Community Learning Manager |

**Job Purpose: To ensure the quality of delivery and Service meet the needs of our learners, the council, our funders and awarding bodies by planning, implementing and monitoring the Service policies processes and procedures.**

**Key Tasks:**

* To ensure that the Service complies with health and safety guidelines and legal responsibilities.
* To develop, implement and monitor the effectiveness of the Service policies.
* To plan and monitor all aspects of quality including teaching learning, assessment observations, and learning walks.
* To complete internal and external audits on provision delivered in each area.
* To monitor the Service data sets to identify trends in delivery and implement quality improvement measures where under performance is identified.
* To complete quality reports to senior managers.
* To co-ordinate the development of the Service Self-Assessment Report and quality improvement plan.
* To plan and lead the services staff development programmes.
* To participate in the organisation and development of procedure manuals in order to develop a comprehensive quality approach to the services provided by the team.
* Develop quality and equality standards within the team and wider portfolio.
* Participate fully in all training and development opportunities that will improve the ability to increase effectiveness, efficiency and delivery of the Service in recognition of the portfolio’s business and Service targets.
* Develop Sefton Council’s commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken.
* Contribute to sustainable development in all duties undertaken.

**ORGANISATION CHART**

Employment & Learning

Head of Economic Growth and Housing (Place)

Community Learning Service Manager Head of Service

**Sefton Community Learning Service Staffing Structure**

Engagement Officer

Tutors

7x Contracted tutors

25 Sessional tutors

Tutor Assistants/ Invigilators \*

Office Administrator (FT)

Senior Administrator

MI Officer

Assistant Manager

Community Learning Officer

Quality/ ESOL ICT

Community Learning Officer

Quality /Maths & English FL

Quality Manager

Community Learning Officer

Creative Emp Industries/H &W

System Support

Office Administrator (PT)

Digital Support Champion

**SPECIAL CONDITIONS (if applicable)**

### The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not ‘protected’ (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

For further information, please refer to DBS filtering guidance at www.gov.uk/dbs.

**GENERAL:**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

**Prepared by:** Lisa Grimes

**Designation:** Head of Sefton Community Learning Service

**Date:** August 2024

**Quality Manager – Person Specification**

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| **Personal Attributes Required** | **Essential (E)**  **Or**  **Desirable (D)** | **Method of Assessment** |
| **Experience**  Proven experience as an adult education quality manager  Developing resources to support training programmes  Ability to analyse complex data sets  Ability to complete teaching, learning and assessment observations**\***  Developing and monitoring policies and procedures\*  Understanding of the Education Inspection Framework (EIF)  Conducting internal and external audits | (E)  (D)  (E)  (E)  (D)  (E)  (E) | AF/I  AF/I  AF/I/T  AF/I  AF/I  AF/I  AF/I |
| **Qualifications**  Adult Education Teaching Qualification Level 3  Internal Verifier or Moderator qualification  Degree level qualification  External Verifier or moderator qualification | (E)  (E)  (D)  (D) | AF/C  AF/C  AF/C  AF/C |
| **Ability/Skills and Attributes**  Excellent written and verbal communication skills**\***  Good presentation skills  Good team working skills\*  Ability to prioritise workload to meet deadlines including the ability to react quickly and decisively to changing work priorities or deadlines**\***  Good problem solving skills  Excellent IT literacy and skills covering all standard desktop products (email, word processing, spreadsheets, databases and presentational software)**\*** | (E)  (D)  (E)  (E)  (D)  (E)  (D) | AF/I  AF/I/  AF/I  AF/I  AF/I  AF/I  (D) |
| **SPECIAL REQUIREMENTS**  .  High standards of professionalism with regard to punctuality, dress and behaviour. | (E) | I |

AF = Application Form

C = Certificate

I = Interview

R = Reference

T = Test

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