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**Job Description – Quality Improvement Officer**

**JOB TITLE**

Quality Improvement Officer

**ACCOUNTABLE TO:**

Quality Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To embed quality assurance approaches and activity across the college.
* To develop college quality assurance systems so they are agile and fit for purpose.
* To support staff to resolve quality issues in both curriculum and business support areas.
* To identify good practice both internally and externally and to develop strategies and mechanisms for the sharing and transfer of practice to the appropriate curriculum and business support areas.
* To be an internal auditor engaged in the college audit cycle of activities as well as relevant follow up development and support.
* To be a member of the college Observation team
* To support the development of college Polices & Procedures as well as meeting requirements for external regulation
* To monitor and support the meeting of external requirements from Awarding Organisations
* To support the development of college Management Information (MI) and other quality reporting to support operational and continuous improvement activities within the college Quality Cycle.
* To undertake an agreed programme of teaching, learning, assessment and verification in accordance with the college’s conditions of service.
* To deputise for the quality manager as required to include in order to ensure efficient management of quality systems.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To assist the quality manager in embedding quality assurance approaches and activity across the college by supporting staff to develop their own checking and monitoring cycles and activities.
* With the Quality Manager, develop college quality assurance systems that are responsive, are clear to staff and are designed to meet their purpose.
* To support staff to resolve specific quality issues where these arise to develop prevention and control strategies in both curriculum and business support areas.
* To facilitate the sharing of good practice by delivering training for staff as well as developing means of communication to aid this.
* Working with the Quality Manager, be involved in the development of the college audit cycle and audits supporting others and contributing to audit reports and follow up activity.
* As part of the college team, carry out observations of teaching, learning and assessment practice to support staff development and to include moderation and development activity.
* Provide support in the administration, review, production and development of college Polices & Procedures
* Review and monitor all External Quality Assurance (EQA) activity, follow up actions as well as the development and use of Internal Quality Assurance (IQA) strategies to meet with Awarding Organisation requirements.
* Working with the college Management Information Analyst and Developer, support the development of college Management Information dashboards and reports to include involvement in producing evaluative reports to support Self-Assessment and Continuous Improvement Plan review.
* To deputise where needed ensure that complaints are dealt with in a timely and efficient manner by the relevant manager and that quality improvement opportunities and identified and implemented as a result of the complaint.
* To undertake teaching, learning and assessment activity limited to x hours per academic year.
* With support, deputise for the quality manager where this is relevant to the Quality Improvement role and responsibilities.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high-quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Quality Improvement Officer**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| Minimum of 5 GCSEs or equivalent | **✓** |  | AF / CERT |
| Educated Level 3 or above within teaching/training vocational/academic field | **✓** |  | AF / CERT |
| Teaching Qualification | **✓** |  | AF / CERT |
| Minimum of Level 2 Literacy and Numeracy qualifications & be willing to update skills | **✓** |  | AF / CERT |
| Experience |  |  |  |
| Recent experience as a teacher or trainer within a college or similar environment. | **✓** |  | AF / IV |
| Experience carrying out internal quality assurance (IQA) or verification activity. | **✓** |  | AF / IV |
| User of Microsoft Office software to include the use of presentation and spreadsheet applications. | **✓** |  | AF / IV |
| Knowledge/experience of working with Quality Assurance and Improvement Systems within an educational context. | **✓** |  | AF / IV |
| Experience in report writing and evaluating information to provide summaries to include data. | **✓** |  | AF / IV |
| Experience in use of SharePoint or other centralised systems. |  | **✓** | AF / IV |
| Has supported staff to improve their performance using quality systems. |  | **✓** | AF / IV |
| Experience observing teaching/training staff |  | **✓** | AF / IV |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all | **✓** |  | AF / AT / IV |
| Welcome suggestions for improving standards and offer suggest improvements | **✓** |  | AF / AT / IV |
| Act as a team player | **✓** |  | AF / AT / IV |
| Accept responsibility for personal activities within agreed parameters | **✓** |  | AF / AT / IV |
| Display a high standard of personal integrity | **✓** |  | AF / AT / IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives | **✓** |  | AF / AT / IV |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner | **✓** |  | AT/ IV |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems | **✓** |  | AT / IV |
| Organised and attentive to detail | **✓** |  | AT / IV |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand | **✓** |  | AT / IV |
| Able to demonstrate organised and analytical problem-solving skills with the tenacity to search out and explain relevant information |  | **✓** | AT / IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students | **✓** |  | AT / IV |
| Develops relationships with internal customers and gains their respect | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output | **✓** |  | AT / IV |
| Ability to prioritise own work, multi-task and shift priorities | **✓** |  | AT / IV |
| Proactive in taking action to achieve goals | **✓** |  | AT / IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview