



Job Profile

Quality and Business Improvement Lead

Grade I

Group: Care, Wellbeing and Learning

Service: Learning and Schools

Location: Dryden Professional Development Centre

Line Manager: Senior Learning and Skills Manager

Car User Status: Casual

Job Purpose

Develop and monitor quality systems and processes across Learning and Skills within Gateshead Council. To support in service improvement, data and performance management, planning and service delivery projects and business improvement initiatives.

The key roles of this post will include:

1. To manage, develop and maintain accreditation of service-wide quality and business improvement systems, through robust quality and business improvement KPI's, procedures and processes.
2. To monitor and promote progression of learners into positive outcomes, to include higher level learning, training, employment and volunteering.
3. To work with senior managers to analyse data and identify trends that impact on successful outcomes and implement improvements.
4. To ensure co-ordinators are fully up to date with all performance management of staff, including RARPA sampling and quality monitoring.
5. To lead quality and business improvement champions in specific projects to support the delivery of the CPD plan to drive quality and business improvement.
6. To contribute to the self-assessment process and quality and business improvement plan.
7. To lead on observation of teaching, learning and assessment and facilitate and contribute to delivery of CPD and mentoring to support staff to improve delivery standards.
8. To support the service in the development of outstanding teaching, learning and assessment in accordance with the Education Inspection Framework.
9. To evaluate existing processes and identify how the service can improve efficiencies and effectiveness.
10. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- New Education Framework 2019
- Teaching, Learning and Assessment
- Safeguarding legislation, policy and procedures
- Quality Improvement and Assurance frameworks

Experience

- Working within a large learning environment
- Business improvement and writing procedures and processes
- Practical application of Quality Assurance methods, including verification, self-assessment and the observation of teaching, learning and assessment
- Quality monitoring and audits
- Data analysis and sampling
- Communicating clearly and effectively both orally and in writing
- Working independently with considerable initiative

Qualifications

- 2 A levels or equivalent
- Level 5 teaching qualification
- Safeguarding level 3

Desirable:

Knowledge

- Business Improvement methods Prince2, Six Sigma
- Further Education Methodology
- Health and Safety/Risk assessment

Experience

- Applying quality systems across a range of curriculum areas
- Business Improvement techniques
- Applying quality systems within the Skills Funding Agency, funded provision
- Working within Local Authority Systems
- Promotion and monitoring of learner progression
- Developing teaching, learning and assessment to deliver outstanding learning.

Qualifications

- Degree level or equivalent



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences