



<b>JOB DESCRIPTION</b>	
<b>JOB TITLE</b>	Quality Officer
<b>PAY/GRADE</b>	Point 22 - £24,493 per annum
<b>HOURS</b>	37 hours per week, all year round
<b>REPORTS TO</b>	Assistant Principal Quality - Stamford
<b>LOCATION</b>	Stamford College
<b>JOB PURPOSE</b>	
<p>The post holder will work closely with the Assistant Principal Quality (APQ), and Business Support Managers and Heads of Faculties (HoF) to provide support for the smooth running of the Quality, Teacher Training Programmes, Exams, and Digital Learning Faculties. This role involves the administration, monitoring and maintenance of Group policies, complaints, quality assurance systems and the production of reports/analyses in order to provide colleagues internally and externally with key information of the quality of the students' experience.</p>	
<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<p>Your main duties and responsibilities will include, but will not be limited to the following areas:</p> <ul style="list-style-type: none"> <li>• Working alongside the Quality Officer at Peterborough, responsibility for the administration of Group and College policies and procedures, to ensure all Group policies are presented in the correct format for approval by Senior Leaders. Gatekeeper for all policies/Key Group documents.</li> <li>• Log and complete preparatory evidence and aid with the reporting and resolution of college complaints and provide data for yearly reports to the Governors.</li> <li>• In Liaison with the Assistant Principal Quality, develop new approaches to quality improvement to ensure continuous improvement.</li> <li>• Support the Assistant Principal Quality and Teaching and Learning Coaches with the coordination and logging of their support.</li> <li>• Log and produce analysis of the coaching/mentoring provided by the Teaching and Learning Coaches and progress achieved by curriculum staff.</li> <li>• Collaboratively working with the Assistant Principal Quality and Heads of Faculties, to coordinate and administer Quality Improvement processes by booking all reviews and meetings.</li> <li>• Coordinate the planning and scheduling for cross college surveys and produce regular reports on the outcomes from stakeholder feedback.</li> <li>• Provide information to internal/external customers and act as a point of contact for the Quality Team e.g. Awarding Bodies.</li> <li>• Develop and maintain data/record systems to accurately track and record information and data relating to quality assurance.</li> <li>• Check and maintain electronic quality information on the Staff Intranet especially awarding body updates.</li> <li>• Coordinate the planning and scheduling for Faculty Self -Assessment reports.</li> <li>• Prepare, manage and maintain sufficient evidence for inspections and Centre Reviews by Awarding Bodies, together with coordinating External Quality Assurer visits.</li> <li>• Assisting Assistant Quality and Heads of Faculties with the administration of College and Faculty projects.</li> <li>• Coordinate relevant meeting schedules, prepare documentation as required and attend meetings, as required, to take and prepare minutes.</li> </ul>	



- Providing efficient clerical/administrative support as and when required including support in running of student exams and invigilation at busy times.
  - Carry out a range of student related administration as required.
  - Responsibility for raising purchase orders in line with College Financial Regulations and confirmation processes when the goods/services are received.
  - Recording, monitoring and reconciling budget within the Quality Faculty.
  - Meeting any audit and risk requirements. Work with Health and Safety Officer to ensure all rooms in Quality meet annual checks and implement any actions.
  - Support the Assistant Principal Quality with the administration of Probationary reviews and Appraisals to ensure their timely completion.
  - Maintaining stationery stocks and ordering as and when required.
  - Support at College marketing and other student facing events.
  - Providing a professional customer service to both internal and external customers as and when required.
  - Demonstrating flexibility in responding to changing demands in personal, faculty or the college's workload.
- Maintaining strict confidentiality of all information and data within the department both internally and externally.

#### OTHER

- Engender a strong team ethos, which promotes a positive, can-do attitude across the department.
- Maintain excellent standards of customer care and provide a flexible and responsive service to all users.
- Contribute to the development of IEG Group's Strategic Aims, Objectives and Values.
- A commitment to the provision of a high quality, student-centred service.
- Perform duties to a high standard and to ensure that quality assurance and improvement processes are implemented successfully across the College, particularly those relating to own role.
- Participate in and make an appropriate contribution to the College's planning and review processes.
- Assist with College enrolment/open evenings as required (which will entail occasional attendance outside normal College hours for which time off in lieu will be agreed).
- Undertake continuing professional development as appropriate. Take a full part in the College staff development programme including the appraisal process.
- To carry out such duties as may be determined from time to time within the general scope of the post.

#### TERMS AND CONDITIONS

<b>Contract</b>	Permanent
<b>Pension</b>	Local Government Pension Scheme
<b>Holiday</b>	30 days per year, plus bank holidays and discretionary days
<b>Probation</b>	New appointees to the College are subject to a 6 months' probationary period
<b>Disclosure</b>	All employment offers are subject to a satisfactory fully-funded enhanced DBS check
<b>Working Arrangements</b>	Normal working hours of 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday

#### APPLICATION PROCESS

Applicants should submit an application form detailing how they meet the essential and desirable criteria of the role to [HR@IEG.ac.uk](mailto:HR@IEG.ac.uk)

<b>Closing Date</b>	03 April 2023
<b>Interview Date</b>	TBC

<b>PERSON SPECIFICATION</b>						
<b>Quality Officer</b>						
Criteria	Essential or Desirable		Assessment Method			
	A	I	T	R		
<b>QUALIFICATIONS</b>						
A good general standard of Education to GCSE/Level 2 including GCSE English and Maths or equivalent	E		✓			
Level 3 qualification in a relevant subject area	E		✓			
Degree or professional qualification in a relevant subject area		D	✓			
<b>EXPERIENCE</b>						
Recent experience of coordinating and supporting the running of a business function	E		✓	✓		
Wide range of administrative/clerical experience including taking accurate minutes	E		✓	✓	✓	
Understanding of the administrative support needs within an education environment		D	✓	✓		
Using student information databases (ProMonitor)		D	✓	✓		
Compiling reports and analysing information	E		✓	✓		
Experience of giving a proactive, customer facing service	E		✓	✓		
Working successfully and influentially as part of a team	E		✓	✓		
<b>KNOWLEDGE</b>						
Excellent IT skills and able to use a full suite of standard software packages including Microsoft Word, Excel, Access, PowerPoint, Adobe	E		✓	✓	✓	
Good analytical skills		D	✓	✓		
<b>KEY SKILLS</b>						
Excellent oral and written communication skills and the ability to communicate effectively with internal and external contacts	E			✓	✓	
Excellent planning, organisation and administrative skills	E			✓		
Ability to work quickly and accurately under pressure	E			✓		
Analytical and methodical approach to problem solving	E			✓		
Ability to work collaboratively with a wide range of people to achieve common goals	E			✓		
Ability to work flexibly, prioritise tasks in accordance with importance Vs urgency and to switch tasks at short notice	E			✓		
Ability to deal with confidential and sensitive information with discretion; process data in accordance with data protection laws	E			✓		
The ability to work well as part of a team and independently	E			✓		
<b>OTHER</b>						
Awareness of and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	E			✓		
Commitment to equality of opportunity and the principles of inclusive learning and the ability to promote it in all aspects across IEG	E			✓		
Evidence of a personal commitment to continuous professional development and training	E			✓		
Commitment to the IEG's core values	E			✓		
Awareness of Health & Safety, wellbeing and environmental issues	E			✓		
Flexible approach to working practices	E			✓		

Professional appearance and behavior at all times	E			✓		✓
Good previous attendance record	E			✓		✓
Ability to travel on College and Group business	E			✓		
Satisfactory enhanced DBS check + barred list for regulated roles	E	Pre-employment check				

Assessment Criteria: A = Application, I = Interview, T = Test, R = References