

Role Title	Development Manager
Reports to	Lead Qualification and Assessment Development Manager
No. of direct reports	0
Full / Part Time	Full Time
Grade	D1
Location	London
Created/Updated by	Frankie Dineen
Created/Updated on	August 17

*Everything we do contributes to achieving our purpose:
Helping people, organisations and economies develop their skills for growth.
This purpose drives everything we do.*

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Your mission

To manage the development of qualifications and assessments with internal and external partners, suppliers, customers and regulatory bodies, as required, to support City & Guilds in meeting its objectives

What you'll be doing

Operational Planning – To develop and implement operational plans for the delivery of qualifications and assessments which align with business objectives

Internal and external relationships – To develop, maintain and manage relationships with key stakeholders to the benefit of City & Guilds

Qualification and assessment delivery/Quality Assurance – To manage the development of qualifications and assessments to agreed quality and targets

Managing and/or Supporting – To manage, support and advise external consultants to enable them to optimise their performance and realise their potential

Continuous improvement – To support the continuous improvement of the qualification and assessment development processes and practice

How success will be measured

- Continually living by our values of leadership, integrity and imagination
- Operational plans developed for key areas of responsibility, and reviewed monthly against KPIs.
- Issues of critical importance are responded to in a timely and business focused way.
- Planning & scheduling for qualification and assessment are agreed, set and reviewed monthly
- Plans are adapted to respond to external developments.
- Existing partnership working/service level agreements are maintained and performance monitored regularly and reviewed as appropriate, to improve performance and benefits to City & Guilds
- Ensure up to date policy and practice is implemented in qualification and assessment development
- Internal and external relationship are developed and maintained to the benefit of City & Guilds
- Projects and developments are managed effectively to meet delivery targets and budget
- All qualifications and assessments developed are fit for purpose, meet agreed standards and follow agreed processes, principles and policies and meet Regulatory requirements
- Identify and implement ways to continuously improve qualification and assessment design and business processes
- Ensure that all system and operational requirements are delivered to time and quality and KPIs are achieved
- Manage Subject Matter Experts to deliver plans
- Innovation in developments, assessments, collaboration, change, efficient and effectiveness is encouraged and supported
- Technical training is planned, delivered and evaluated for a range of internal staff and/or external Subject Matter Experts
- Ensure currency of own qualification and assessment design knowledge
- Ensure best fit-for-purpose qualification and assessment design for new qualifications

What we're looking for

We can't live without...

- Experience of qualification design and delivery, assessment methodology, and/or quality assurance, and/or training and development
- Experience in a business, training or education related field
- Understanding of current developments and methodologies in education and training for example assessment and product design
- Critical thinking and able to problem solve
- Excellent communication, presentation and negotiation skills
- Excellent project management, organisational and analytical skills
- Flexibility and adaptability
- Proficient IT skills

We would love you to have...

- Report writing and financial analysis skills
- Influencing skills and able to challenge constructively
- Delivering, taking ownership and being pro-active

Your career with the City & Guilds Group

The Development Manager role provides opportunities to progress both within the Qualification and Assessment Development Team (QAD) and more widely across City & Guilds. Expertise in assessment and qualification development support progression into a Qualification and Assessment Development Manager role or Lead Manager role within the QAD team. Project management, critical thinking and problem solving skills developed will allow for wider movement across the Industry and Product team and other management roles within the City & Guilds group.