

Role Title	Manager – Qualifications Standards and Policy
Reports to	City & Guilds / ILM
No. of direct reports	Senior Manager, Technical Standards
Full / Part Time	Full Time
Grade	E3
Location	London
Created/Updated by	
Created/Updated on	November 22

Helping people, organisations and economies develop their skills for growth

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** 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 City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

City & Guilds is confronted with a continuously changing qualification and assessment landscape, which impacts market conditions, such as changes in policies and procedures, as well as changes in the nature and development of assessments and greater regulatory scrutiny through the delivery of high stakes qualifications. Ensuring fit for purpose quality standards that ensure valid and reliable outcomes is of paramount importance. This role will take responsibility and accountability for developing, maintaining and communicating those quality standards to assure City and Guilds global reputation as a leading vocational education business. The role will be responsible, as appropriate, for

defining the principles that underpin these quality standards across wider teams to aid business planning. Our qualifications and assessments are at the heart of our Skills Credentialing business (City & Guilds and ILM). We are under increased scrutiny around the rigour and robustness of the design, development and delivery of our assessments and qualifications, in particular from: Ofqual, Qualifications Wales (QW), The Institute for Apprenticeships and Technical Education (IFATE) and External Quality Assurance Organisations (EQAOs) for End-Point Assessment (EPA). This role will provide essential impartial guidance and support to the wider business. This role will help City & Guilds to effectively respond to this increased scrutiny and to meet our own quality standards and expectations.

What you'll be doing

Quality standards:

- To lead on the design, development and dissemination of City & Guilds quality standards that underpin qualification and assessment delivery.
- To work with the appropriate teams to drive quality excellence in all aspects of development and assessment and ensure that standards are monitored and met and risks identified. To attend/lead internal/external meetings eg on policy, design principles, development and stand in at meetings for the Senior Manager when appropriate.

Policy development:

- To lead on the design and development of City & Guilds quality documentation including the continuous review of strategies and improvement of policies in line with relevant risk management strategies.
- To take responsibility for drafting policy documentation for other teams as appropriate eg Quality Delivery Team. This will include taking ownership for the review and ongoing maintenance of our CASS strategy.

Processes and Procedures:

- To work with stakeholders across the business to engineer and document processes and procedures to support City & Guilds quality and standards of best practice and meet regulatory requirements Driving good practice: In collaboration with the Senior Manager, design a strategy to embed new policies, procedures and standards into operational practice.
- To support the development, delivery and evaluation of associated communication and training activity to UK staff and Associates.

Risk Management Strategy:

- Work with the Senior Manager to identify any quality and standards risks during the lifecycle of a qualification and review and address any subsequent requirements for improvement or change.
- To support the risk management strategy in relation to the external quality assurance of City & Guilds centres and assessment activity, ensuring effective policies are written and in place that reflect regulatory requirements, customer feedback and operational efficiency.

Collaborative working & influence:

- To develop influential relationships with key internal and external stakeholders to maximise the Technical Standards team profile to champion a culture of quality excellence.
- To contribute to the development of a quality framework that can be implemented by other teams.

How success will be measured

Clear objectives and measures will be agreed as part of the City & Guilds Honest Conversations process, but by way of example:

Strategy development and implementation

- Issues of operational importance for qualification and assessment development and delivery are responded to in a timely and business-focused way.
- Contributes to future bids and tenders as required that support ongoing strategy development. Ability to turn external policy into internal guidance or strategy.

Internal and External relationships

- New and existing partnerships are maintained, promoted, and developed to improve benefits to City & Guilds. Priority actions for the Quality Standards, Strategy and Research Team are implemented in consultation with key internal customers and teams.
- Participation in market or regulator-led pilots and initiatives.

Quality standards

- Management and maintenance of a range of documents (guidance and policies) through the development of a roadmap with other stakeholders to deliver.
- KPIs for delivery are set and achieved.
- Contribute to analysis for assessment, research and design principles across wider teams to aid business planning.
- Supporting teams to ensure that key activities such as internal and external audits are delivered in accordance with policy and regulatory requirements.
- Supporting ongoing reviews of Assessment strategies to ensure successful delivery and operationalisation of the assessment portfolio.

What we're looking for

We can't live without...

- Significant experience in implementation of quality management policies, processes and procedures across the lifecycle of a qualification
- Expert knowledge of standards and quality assurance in relation to assessment
- Proven experience of producing clear, concise and engaging policy / guidance documents
- Demonstrable verbal and written communication skills, including advising on policies, and writing guidance
- Advanced presentation skills
- Experience of working with risk in a regulated environment and risk management / quality assurance
- Experience of project design and delivery
- Proven experience of developing strong relationships with key internal and external stakeholders and leveraging those relationships
- Substantial evidence of critical analysis capabilities and demonstrable experience of challenging and questioning
- Meticulous attention to detail, including proof reading
- IT Proficient Ability to synthesize a large volume of information to produce guidance for a range of stakeholders
- Knowledge of quality management processes and systems including risk analysis
- Ability to plan and prioritise own workload to meet deadlines, using own initiative
- Able to assimilate information and use data to drive evidence-based activities

- Ability to work to build relationships both within and without an organisation, and to represent his/her function well

We would love you to have...

- Commercial and market awareness
- Experience of a range of sectors, qualifications and assessment types
- Experience of contributing to writing for bids and tenders and supporting pre, during and post award

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved

- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything