

QUALIFICATIONS MANAGER RECRUITMENT PACK

Closing Date: 1pm, Wednesday 02 December 2020

Interviews: 10 and 11 December 2020



**SOCIAL
ENTERPRISE
ACADEMY**

QUALIFICATIONS MANAGER

PERMANENT | 14 - 21 HOURS PER WEEK

£27,557 PRO RATA PLUS COMPANY BENEFITS

BASED IN EDINBURGH CITY CENTRE (CURRENTLY REMOTE WORKING DUE TO COVID-19)

Thank you for your interest in becoming our new Qualifications Manager.

The Social Enterprise Academy helps thousands of people to develop themselves and their organisations so that they can change the world for the better.

Through dynamic learning and development programmes, facilitated by our network of skilled learning facilitators, we help entrepreneurship and leadership to flourish in organisations, networks, schools and colleges. We work with social entrepreneurs, chief executives, frontline teams, young people in and out of education and many others to support anyone contributing to social change.

With a 16 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 7 years with international partners through a social licence approach. We now have 11 Social Enterprise Academy Hubs at different stages of development in South Africa, Rwanda, Zambia, Egypt, Malaysia, Pakistan, India, China, Canada, Australia, and Wales.

Many of our programmes are accredited, ensuring learners can gain formal qualifications as recognition for their learning. Assessments focus on learning from work-based situations, helping learners to apply what they learn during their programme and beyond.

The Qualifications Manager will be part of the Global Learning Lab, which catalyses innovative, high quality, accredited programmes through our global community of facilitators, staff and partners. This role is crucial to the Learning Lab, ensuring we retain our status as a City & Guilds ILM centre and continue to expand the Academy's offering of credit rated programmes.

Having the right mind-set, attitude and approach is as important for us as having the right experience and skills. We appreciate that the best person might not have all the listed criteria yet so if you feel your experience and skills will help you to make a great contribution in this role and you have the right mind-set, we would welcome an application from you.

Yours sincerely,



Neil McLean

Chief Executive
Social Enterprise Academy

JOB PURPOSE

The key purpose of this role is to ensure Academy learners have access to and are supported to gain practice based qualifications. To achieve this, this role will support and guide the Academy in maintaining and developing the required stakeholder relationships and internal structures, processes and procedures to ensure our qualifications comply with Awarding Body requirements for local, national and international delivery. It will also involve supporting learners directly with the completion of their qualification.

There is additional scope to include developing new credit-rated programmes for the Academy, and/or provide guidance and support to other organisations in the sector to accredit their own programmes, if desirable.

MAIN RESPONSIBILITIES

Quality Assurance

- Lead on managing and developing the required external stakeholder relationships and internal systems, processes and documentation to meet the requirements of developing and delivering City & Guilds ILM and SCQF levelled qualifications (or equivalent) for Academy programmes
- As the named internal verifier, you will liaise with programme designers, facilitators, learning coordinators, markers and learners to:
 - regularly plan sampling activities, and sampling (throughout and before certification) the evidence of assessment decisions made by all assessors
 - regularly sample and carry out moderation of grading decisions
 - answer queries relating to the assessment process, interpretation of assessment criteria and reasonable adjustments
 - ensure that learners' evidence is valid, authentic and sufficient
 - maintain up-to-date records of internal quality assurance and sampling activity, ensuring that these are available, upon request, for external quality assurance activities
 - establish procedures to ensure that there is standardisation between assessors
 - monitor and support the work of assessors
 - facilitate appropriate staff development and training for assessors
 - provide feedback to the allocated assessors and EQA(s) on the effectiveness of assessment
 - ensure that any action that City & Guilds / ILM require is carried out, within the agreed timescales
- Liaise with City & Guilds ILM and SCQF external verifiers and business development managers to ensure the Academy remains a well thought of and established learning provider
- Lead on the identification of appropriate international accreditation processes and procedures to support international accreditation and qualifications (in consultation with our Head of International)

Coaching and Capacity Building

- Induct and coach Hub staff teams, particularly learning administrators and associate learning facilitators, and ILM or SCQF Markers on the ILM and SCQF (and/or equivalent) processes and procedures to ensure they are well implemented and administered in all Hubs
- Attend Academy programmes (as required) to brief learners on the requirements of City & Guilds ILM or SCQF credit rating
- Provide ongoing learner support, advice and feedback to SEA participants with ILM and SCQF assessment requirements

Working as a Team

- Manage relationships with International Hub teams as part of the Global Learning Lab, to support the Academy's accreditation and qualification strategy
- Be a supportive team member and work collaboratively and positively with Hubs and other staff
- Provide creative and strategic input in to the development and implementation of our accreditation and qualifications
- Contribute to the development of support and infrastructure for our growing Hub and learning facilitator networks
- Contribute to the development of organisational culture as a learning organisation through the Global Learning Lab and across the International Network

Optional wider scope for the role:

- Working closely with the Head of the Global Learning Lab, identify opportunities to credit-rate or accredit new Academy learning and development programmes and lead on all the necessary work required to ensure such accreditation or credit rating is achieved
- Lead on the delivery of any contracts or sales acquired as part of the Global Learning Lab's offer to support stakeholders and clients with accreditation or qualifications expertise and support

**INVIGORATING INSPIRING EMPOWERING CHALLENGING
DIFFERENT OUTSTANDING DYNAMIC ENERGISING ENGAGING
ENLIGHTENING IMPRESSIVE EYE-OPENING HELPFUL INFORMATIVE
REFLECTIVE INSIGHTFUL INVALUABLE MOTIVATING FUN STIMULATING
EXCEPTIONAL PRACTICAL RELEVANT SUPPORTIVE TRANSFORMATIONAL**

How learners have summarised their programme in one word

PERSON SPECIFICATION

Skills and Experience

- Knowledge and experience of internally quality assuring City & Guilds ILM, SCQF or equivalent awarding bodies processes and procedures, including working with programme designers, facilitators, markers and learners
- Knowledge of and experience of External Quality Procedures for City & Guilds ILM, SCQF or other awarding bodies
- Excellent attention to detail and adherence to procedures
- Excellent interpersonal skills and communication skills
- Good administrative and office skills including information and communications technology

Project Management & Relationships

- Able to manage a busy workload with multiple projects and deadlines
- Able to build excellent relationships with internal and external stakeholders
- Ability to manage own workload and take initiative
- Able to take a high quality customer service approach to your work

Values and Attributes

- A proactive and positive work ethic with strong team-working skills
- Reliable, responsive and able to prioritise
- Friendly and able to build good relationships
- Able to contribute your ideas and respond to feedback
- A positive spirit who is keen to learn new things and develop yourself further
- An understanding of, and commitment to, the values of equality of opportunity, diversity and social enterprise

OUR COMMITMENT TO DIVERSITY AND INCLUSION

- We believe that having a diverse and inclusive staff makes for better discussion, better decision making and better organisational impact. It also better reflects the people, businesses and communities we support
- The Social Enterprise Academy is committed to the active promotion of Equal Opportunities and the living wage as an employer and in the provision of services to the community

TERMS & CONDITIONS

Working hours

- Part Time: 14 hours per week (flexible) – *up to 21 hours if including the additional scope of role*
- Annual leave entitlement is 25 days plus 10 public holidays (pro rata)

Salary & benefits

- £27,557 pro rata
- Staff benefits include a company pension, an employee assistance programme and learning and development opportunities

Place of work:

- Edinburgh office. This post will be expected to travel around Scotland as required to attend selected Learning Programmes. **Please note that during the Covid-19 pandemic, online / remote working and induction is in place.**

Reporting:

- The post will report to the Head of Global Learning Lab
- You will work alongside the rest of the Global Learning Lab, guiding and responding to SEA Hub Partner needs, particularly in Scotland

Notice Period

- 2 months

HOW TO APPLY

1. Complete the application form
2. Send your application form and Equality and Diversity monitoring form to **karen@socialenterprise.academy by 1pm, Wednesday 02 December 2020**
3. Please note that interviews will take place on **10 and 11 December 2020** via Zoom

More information available at: <https://www.socialenterprise.academy/scot/join-the-team>

If you have any questions or if you would like to discuss any reasonable adjustments for the application or interview process please get in touch:

If you have any other questions please contact:

[Karen Veitch](mailto:karen@socialenterprise.academy) | 0131 243 2670 | karen@socialenterprise.academy



Canada



Zambia



Global Gathering – Scotland



India



Australia



Global Gathering



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leadership | enterprise | learning | social impact

www.socialenterprise.academy

WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

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