

QUALITY AND QUALIFICATIONS MANAGER

RECRUITMENT PACK

Closing Date: 1pm, Monday 20 February 2023

Interviews: 02 March 2023



**SOCIAL
ENTERPRISE
ACADEMY**

QUALITY AND QUALIFICATIONS MANAGER

12 months fixed term | Part time (21 hours per week with flexible working opportunities)

£36,175 pro rata plus company benefits (includes a company pension, 35 days annual leave, an employee assistance programme and learning and development opportunities)

Hybrid | Combination of office-based, working from home and remote working

Thank you for your interest in becoming our new Quality and 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 19 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 9 years with international partners through a social licence approach.

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 Quality and Qualifications Manager will be part of the Global Learning Lab, which catalyses innovative, high quality, accredited programmes through our global community of associate facilitators, staff and partners. This role is crucial to the Global Learning Lab, ensuring we maintain our quality assurance standards, manage relationships with our awarding bodies 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

To lead, drive and have organisation-wide accountability for the maintenance of our learning programme quality standards and for the initial and ongoing achievement of qualification awarding partner accreditation requirements.

The post holder supports the Academy's sales and growth objectives by overseeing the establishment of robust quality processes and associated evidence.

MAIN RESPONSIBILITIES

- Ensure that appropriate quality assurance frameworks, standards, systems and processes are in place and implemented effectively.
- Ensure that staff and external delivery colleagues are appropriately trained and supported to comply with quality assurance and accreditation requirements.
- Provide specialist advice and guidance on credit rating and accreditation matters relating to the development of new programme content.
- Provide subject expertise and up-to-date awareness of policy developments relating to UK and International accreditation systems and opportunities.
- Take ownership of strategic and operational relationships with the Academy's key accreditation partners globally.
- Act as the named internal verifier, liaising with programme designers, facilitators, learning coordinators, markers and learners to undertake all relevant duties including sampling activities, answering queries relating to assessment processes and criteria, maintaining up-to-date records of internal quality assurance activity, monitoring and supporting the work of assessors, facilitating relevant CPD and ensuring any actions required by accrediting bodies are undertaken.
- Lead on the identification of appropriate international accreditation processes and procedures to support international accreditation and qualifications (in consultation with colleagues and Hubs).
- Provide ongoing learner support, advice and feedback to SEA participants regarding assessment requirements.
- 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 organisational culture as a learning organisation through the Global Learning Lab and across the International Network.

PERSON SPECIFICATION

Skills and Knowledge

- Knowledge and experience of managing internal quality assurance processes and procedures in a learning and development or education setting, 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.
- An understanding of and experience applying a variety of learning and educational theories and principles.
- A successful track record in developing accredited learning and development programmes, mapping programme content to awarding body requirements.

Values and Attributes

- A working style which is a natural fit with Academy values.
- Work with integrity and kindness and an awareness of the strengths and needs of the people around you.
- Have a good understanding of and a commitment to Equity, Diversity and Inclusion.
- Good at forming and maintaining relationships and are able to deliver outcomes and achieve objectives, both internally and externally, through collaboration and team work.
- A strong team player who comfortably shares your knowledge and expertise with colleagues.
- Committed to developing yourself and others.
- Do what you say you will do and trust others to do the same.
- Familiar with managing departmental project or other budgets and contributing to financial planning.
- Experienced in managing projects and tasks from start to finish, often working across staff teams and with external partners.
- Resilient in handling change and unexpected obstacles.
- Specialist or technical skills that enhance the Academy's impact and support its growth.
- Great communication skills – written and verbal - and are able to represent the Academy externally at events and meetings.
- A track record of taking the initiative to introduce new ideas and make improvements across your work and you contribute significantly to planning discussions.

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.
- As part of our commitment to diversity and inclusion we are taking active measures to improve and ensure that our recruitment process is accessible and inclusive.
- When you apply for a job with us, you can know that:
 - The advert language has been pre-assessed for gender bias
 - Our application form is in word document format, with alternative formats available upon request
 - We are happy to discuss reasonable adjustments for your application and/or interview process
 - We anonymise applications ahead of the shortlisting process

TERMS & CONDITIONS

- 12 Months Fixed Term
- Part Time: 21 hours per week (flexible working options)
- A willingness to travel within Scotland and be flexible to meet the demands of the role is essential
- Annual leave entitlement is 25 days plus 10 public holidays (pro rata)
- Staff benefits include a company pension, an employee assistance scheme and learning and development opportunities
- Notice period – 2 months.

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

Place of work:

- The Academy offers blended working arrangements (a combination of office-based, home and remote working) wherever possible. The working arrangements for this post will be determined in discussion with you, taking primary account of the work requirements and the nature of the post.
- For all Academy posts there is a requirement for some office-based presence to facilitate organisational learning, internal communications, working culture and team working.
- It is anticipated that for this post, a minimum of 1 day per month would normally be based in the Academy's Edinburgh office.

MANAGEMENT AND SUPERVISION

- The post will report to the Head of Global Learning Lab.
- This post manages an external pool of freelance qualification assessors.
- Daily collaborative working with Global Learning Lab, Adult and Schools Programme Delivery Teams and UK and international hub network.
- Regular liaison with Leadership Team.

HOW TO APPLY

1. Complete the application form
2. Send your application form, CV and Equality and Diversity monitoring form in Word document format to **seahr@socialenterprise.academy** by **1pm, Monday 20 February 2023**
3. Please note that interviews will take place on **02 March 2023** 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 e.g. application form in a different format or extra interview time please get in touch:

[Lanagh Taylor](mailto:seahr@socialenterprise.academy) | 0131 243 2670 | seahr@socialenterprise.academy



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Global Gathering - Scotland



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WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

SEAHR@socialenterprise.academy | 0131 243 2670



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Social Enterprise Academy

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