

Job Description

Job Title:	Quality Manager		
Department:	Performance and Planning	Location:	Preferably Stornoway, Thurso, or Fort William Campus
Grade:	NSUP34 – 37 (plus Islands Allowance)		
Report To:	Head of Performance and Planning		

Job Purpose:

The Quality Manager is a strategic leader and manager responsible for managing all activities relating to the development of effective quality performance, assurance and continuous enhancement of college-wide quality strategies and systems underpinning learning and teaching, learner engagement and quality culture. Coordinating the information between college staff and awarding bodies and the ongoing review and development of policy, procedures and systems to ensure robust quality assurance and adherence to awarding bodies standards across the college.

Ensuring UHI North, West and Hebrides comply with all internal and external stakeholder standards and regulations.

The postholder manages a geographically dispersed team of quality and exams staff, fostering collaboration and consistency across multiple campuses, working with the Head of Performance and Planning to implement systems supporting policy and practice ensuring cohesive operations and reportage.

Context

- The post requires significant interface with all college teams and many external stakeholders
- The role requires a high level of proactivity and strong management and organisational skills as well as an ability to engage and communicate well with staff at all levels as well as other external bodies
- The post holder will have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement

Key Accountabilities

1. Provide leadership management and direction to the team, ensuring its effective integration and alignment with the college's overall strategic objectives;
2. Ensuring the continuing development and delivery of effective and robust quality assurance and enhancement policies and processes that support learning;
3. Manage the college student feedback processes, including compliments and complaints, surveys and other mechanisms;
4. Ensuring quality processes are in place and reviewed, for example, the approval and review of curriculum and self-evaluation;

5. Ensuring and providing the provision of accurate, secure and timely data to internal and external stakeholders;
6. Engages in cross-college and UHI partnership wide meetings in a leadership role and other duties commensurate with the grade of this post.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

1. Provide effective line management to staff, including recruitment, appraisal, development and managing complex personal scenarios.
2. Delegation and allocation of the teamwork-plan, deciding upon priorities and upon the assignation or amendment of work tasks. Responding quickly and appropriately to changing priorities to meet customer needs.
3. Assume responsibility for team budget and procurement processes.
4. Responsible for developing team operational plan and self-evaluation activity.
5. Responsible as college main contact for liaising with all awarding bodies and co-ordinating quality activities to ensure that the College meets its approved centre requirements.
6. Manage and coordinate all key quality assurance, improvement and enhancement processes including centre and course approval processes; internal and external verification; professional services and academic self-evaluation; and student satisfaction surveys.
7. Support staff in the creation and implementation of key quality assurance and enhancement processes, including leading and/or planning associated staff development activities.
8. Manage and co-ordinate the implementation of the college's complaints policy, ensuring compliance with College and SPSO standards.
9. Support the Head of Performance and Planning and wider senior management team in facilitating effective college engagement with QAA, SFC and Education Scotland
10. Lead and/or participate in key college and UHI committees and/or working groups to support the enhancement of the student journey.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework First Line Managers/Cross-college Managers/Team-Leaders/Supervisors - Leads a team and/or a specialist function

- Provides a sense of direction for the team, helping them to understand their role and value to the college and UHI.
- Understands what motivates others and adapts own style as appropriate.
- Provides support and guidance when required.
- Guides the performance and development of others through empowerment and delegation.
- Mentors, and coaches staff.
- Delegates tasks that challenge or enhance personal awareness in others.
- Motivates others to achieve and overcome obstacles

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives constructive feedback to others
- Holds regular team meetings to discuss progress against objectives and overall performance.
- Seeks and promotes opportunities for collaborative working
- Ensures that staff are fully aware of their responsibilities and have the relevant training and knowledge to enable them to carry out their work effectively.
- Clearly articulates the vision and keeps the focus on change and inspires others to deliver service improvements.
- Gains commitment from others by consulting and involving them
- Is open to discuss/explore change.

Performance – Managing performance of teams across the college and creating development opportunities

- Provides ongoing constructive performance feedback.
- Encourages team members to review their strengths and development needs in line with their role and the personal skills.
- Constructively challenges unacceptable behaviour
- Objectively assesses job knowledge and challenges areas of under-performance
- Agrees performance objectives and service priorities.
- Scopes, plans and manages projects/ resources to deliver to time, quality and cost.
- Sets self and others stretching goals, standards and targets where these will help to improve service.
- Acknowledges, recognises and rewards excellent service.
- Establishes a positive learning environment for staff and students.
- Leading on team self-evaluation and planning for continuous improvement and enhancement.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Qualification to HND level (SCQF Level 8) or above or equivalent current experience • High proficiency of IT skills 	<ul style="list-style-type: none"> • Undergraduate Degree in a relevant area
Experience	<ul style="list-style-type: none"> • Experience in managing a diverse team within a tertiary setting with experience of this across a wide geographic area; • Proven leadership and demonstrable experience of quality assurance and enhancement; • Proven experience of working with external awarding bodies and agencies including but not limited to SQA, SFC; • Experience and proven ability in providing effective line management of staff; 	<ul style="list-style-type: none"> • Proven track record of leading department operational planning and performance monitoring;
Knowledge & Skills	<ul style="list-style-type: none"> • Good knowledge and understanding of information management concepts and of the benefits of harnessing SharePoint more fully; • Proven ability in supporting the coordination and organisation of multi-department / multi-stakeholder events; • Demonstrable excellent communication, planning, numeracy, and problem-solving skills; • Demonstrates a positive, approachable, and professional manner in all interactions • Digital fluency: demonstrates a strong understanding and ability to effectively use a range of digital tools and technologies. 	<ul style="list-style-type: none"> • Ability to deliver training on specific legislation to internal staff • Ability to communicate in Gaelic

Personal Qualities*	<ul style="list-style-type: none"> • Ability to act as ambassador for the College in high level external contexts • Also: see personal attributes framework 	
Other	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between UHI NWH centres, UHI and within Scotland as required • Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives and to the strategic aims of UHI North, West and Hebrides • Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 35 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a full-time, permanent post.
Salary	The salary for this post is on Support Scale Point 34-37, (£42,522 - £44,600 per annum) pro-rata, plus Islands Allowance if based at Stornoway
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Thurso, Fort William or Stornoway Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

