

JOB DESCRIPTION

Head of Access to HE

Salary: £55,000
Reporting to: Director of Qualifications, Assessment & Regulation
Responsible for: Access to HE Team
Casual Workers

Job purpose:

To manage, direct and develop effective and efficient Access to HE provision, procedures, processes, and policies.

To provide effective leadership and management to the Access to HE team.

To manage and oversee the development and coordination of the Access to HE strategy within the Skills and Education Group.

To effectively advise the Senior Leadership Team on Access to HE related opportunities, policies, and procedures.

To be the authoritative point (Responsible Officer) of contact for the Quality Assurance Agency (QAA) in relation to all Access to HE matters.

Main duties:

1. To develop and implement an Access to HE business plan and related operational activities, including those to meet the demands of the Access Validating Agency's (AVA) responsibilities and licensing criteria.
2. To ensure the AVA remains compliant at all times with QAA's licensing criteria, and any regulatory concerns are raised with the Senior Leadership Team when needed.
3. To effectively coordinate, and ensure all data submissions, and reports, are submitted to QAA in a timely manner by working with others, such as the IT Team as needed.
4. To ensure all policies, processes, and procedures relating to Access to HE are reviewed annually.
5. To ensure that all systems and procedures meet QAA requirements for continued licensing as an AVA.

6. To ensure effective and robust quality assurance processes are put in place across Access to HE provision.
7. To oversee the recruitment, training, and development of casual workers to deliver required activities such as external moderation.
8. To be responsible for the planning and coordination of all Access to HE Committees, Panels and Standardisation events.
9. To ensure effective measures are put in place to monitor, capture, manage, and record Centre and casual worker risk levels.
10. To ensure all Access to HE Diplomas are relevant and fit for purpose, are regularly reviewed, and maintained in line with QAA requirements.
11. To coordinate the development and implementation of all new Access to HE Diplomas by working in collaboration with relevant teams across the Group.
12. To be responsible for the planning and day to day management of the Access to HE team.
13. To provide exceptional, and effective customer support to our Centres and be the primary point of contact for internal and external stakeholders in the context of Access to HE and QAA.
14. To ensure all complaints are effectively handled and dealt with promptly, and where needed escalated to the Director of Qualifications, Assessment & Regulation.
15. To attend key meetings with relevant stakeholders, and other conferences relating to Access to HE as and when required.
16. To provide reports and data to the Senior Leadership Team as required.
17. To attend Skills and Education Group Access Board meetings as requested and to work with the Director of Development, Delivery & Regulation to provide a quarterly Board report.

The above duties are not exclusive or exhaustive, and the post holder may be required to carry out such other appropriate duties as may be determined by the Line Manager.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective operation of the Company.

Other duties:

1. To ensure awareness of and compliance with all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.
2. To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
3. To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures, and methods.
4. To participate in the Company's appraisal process and to undertake appropriate training/ development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
5. To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
6. To present an appropriate professional image on official Company business.
7. To actively champion and promote the Group's charitable objectives and mission in the role you undertake.

Terms and conditions:

This post is subject to the terms and conditions determined by Skills and Education Group.

Person Specification

Qualifications	
Degree or equivalent qualification (Level 4) relevant to the post	E
Management qualification	D
Knowledge and Experience:	
Previous experience of managing Access to HE in an awarding organisation or other environment	D
Experience of leading a team and being a line manager	E
Experience and proven track record in working with regulatory bodies and within given regulations	E
Experience of working with QAA	D
Strong customer support orientation and the ability to implement and drive continuous improvement	E
Experience of designing, implementing and maintaining policies, processes & procedures	E
Excellent knowledge of management methods and techniques	E
Ability to develop teams and individuals within this to improve performance	E
Strong client-facing and communication skills	E
Ability to troubleshoot, identify issues and implement solutions	E
Knowledge of the further education environment and the role of awarding organisations	E
Strong data analysis and report writing & presentation skills	E
Skills:	
A proven track record of leadership and management skills	E
Excellent organisation, planning and prioritisation skills	E
Excellent communication skills, including the ability to listen and effectively verbalise ideas	E

Managing difficult situations and working with those involved to agree solutions	E
High standards of accuracy and attention to detail	E
Systematic and logical approach to problem solving	E
Excellent written and verbal communication skills	E
Effective time management skills with the ability to multi-task within a demanding office environment	E
Ability to manage workload and take initiative	E
Good interpersonal skills, confident and professional manner	E
Good IT skills – ability to utilise Microsoft Office (Outlook, Word, Excel and PowerPoint)	E
Personal Attributes	
Team player with a positive outlook and strong work ethic	E
Acts with professional integrity	E
Committed to high standards of quality and seeks help and advice where needed	E
Ability to develop and maintain strong, effective, and professional working relationships	E
Treats people fairly and respectfully	E
Willingness to travel where necessary	E
Flexibility in working hours when necessary	E
Flexible and receptive to change	E