

Job Description

Job Title: Assistant Quality Manager

Responsible to: Clive Cheetham, Quality Improvement Manager

Overall purpose of role:

Reporting to the Quality Improvement Manager, you will carry out Quality Visits, lesson observations and provide support in ensuring all quality assurance related activities are carried out and evaluated in line with annual quality plans. This involves developing quality assurance activities to improve provision, provide a high-quality service to apprentices, learners, tutors, clubs, community trusts (CT) and education partners and strive to meet the high expectations of LFE, the ESFA, the Education Inspection Framework (EIF) and Ofsted.

Key Tasks

Meetings and Working Groups

1. Attend Quality Improvement Group (QIG) including leading on audits and stakeholder feedback and producing draft minutes for the Quality Improvement Manager.
2. Produce and maintain the Annual Quality Calendar by liaising with QIG members to confirm planned timescales and provide progress updates at QIG meetings, including evaluation of any associated reports.
3. Attend Quality of Teaching, Learning and Assessment (QTLA) Meetings. Provide feedback on findings from any Quality Visits, learning walks and observations carried out and suggestions for improvement.
4. Attend apprentice/learner progress review and teaching, learning and assessment (TLA) working group meetings and act upon outcomes, as required.
5. Support the Quality Improvement Manager in full staff meetings, LFE conferences and events, including producing and delivering presentations as required.

Quality Visits and Observations

6. Arrange and conduct Quality Visits, learning walks (SEP, football coaching, BTEC/NCFE) and session/lesson observations (BTEC, NCFE, Functional Skills and GCSE), as required. Provide developmental feedback to tutors, club, community trust and education partner staff and LFE Regional Officers.
7. Write Quality Visit, learning walk and observation reports, including any identified action points and/or recommendations to further improve. Evaluate these activities and report the findings and any themes to the Quality Improvement Manager and NCLs.
8. Carry out moderation of NCLs' lesson observation reports and grades.

Learner Journey Observations

9. Conduct observations of parents' evening induction presentations, initial assessment interviews, apprentice/learner progress reviews and club/CT inductions, as required. Provide feedback to

ROs and club/CT staff, as appropriate, produce and send observation reports to observees and their line managers. Summarise outcomes, strengths, weaknesses and themes for the SMT, at QIGs and staff meetings, as required.

10. Conduct Life Skills/Personal Development session learning walks, provide developmental feedback to the facilitator. Produce brief summary session reports to identify positive aspects and any areas for further improvement and share these with the Life Skills Manager and Quality Improvement Manager.

Internal Audits

11. Conduct apprentice and learner progress review and PRM audits supported by the Quality Improvement Assistant (QIA), as required. Provide feedback and short audit reports for individual ROs and summary evaluative feedback analysis for the QIG and staff meetings, as required.

Use audit results to help develop the apprentice and learner progress reviews process and related support documentation, policy and procedures, including producing examples of good practice to share in the EMS Library.

Stakeholder Feedback

12. Following the Stakeholder Feedback Matrix (SFM) timelines, liaise with the QIA and lead staff to ensure the survey questions provide qualitative feedback. Produce feedback evaluation reports, liaise with relevant lead staff to agree action points and circulate to the QIG for approval. Specifically responsible for Learner Voice and various conference feedback evaluation reports.
13. Promptly check the feedback analysis for all activities listed on the SFM for accuracy and any feedback comments that may require bringing to the immediate attention of the Quality Improvement Manager before they can be sent to the relevant ROs and lead staff.
14. Review employer and apprentice satisfaction surveys conducted by the government's Apprenticeship Service. Present the survey findings at QIG and staff meetings as required.

Policies, Strategies and Procedures

15. Lead on the Apprentice/Learner Progress Reviews, Statement of Service and Stakeholder Feedback policy and procedures. Produce annually reviewed and updated versions for submission to the QIG for approval.

Matrix IAG Standard

16. Support the IAG Matrix Standard re-assessment process, including co-ordinating and preparing for the annual Continuous Improvement Checks and the full Re-Assessments. This includes making arrangements for staff and stakeholder interviews with the assessor (with support from the QIA). Liaise with the external assessor to discuss latest IAG developments, submit progress update documentation and provide support to the assessor during the assessment.

Other Requirements

1. Contribute as appropriate to the business planning process, Development & Operational Plan and other strategic and operational issues.
2. Taking telephone enquiries and passing messages on as appropriate.
3. Other occasional duties, projects or working groups as reasonably requested.
4. Observe and comply with relevant policies and procedures, applicable to the job role. Ensure familiarity with your obligations to yourself, colleagues and others on health and safety and equal opportunities issues ensuring to:
 - help eliminate discrimination by ensuring the practical application of the equality, diversity and inclusion policy and reporting incidents of discrimination to an appropriate person
 - act responsibly with regard to your own health and safety and that of colleagues and apprentices ensuring any risks are reported and dealt with
5. Fully support the quality improvement strategy and be committed to continuous improvements in the standard of your work.
6. Fully engage with the LFE appraisal process ensuring that:
 - training and development objectives are identified and ensuring best endeavours are made to achieve them
 - job performance targets are identified and best endeavours are made to achieve them

Date of Issue: 31st January 2023