



Role Profile

SWINDON
BOROUGH COUNCIL

Job Title: Quality Improvement Manager	Role Profile Number: SO042
Grade: R	Date Prepared: September 2021
Salary:	Hours: 0.6FTE
Directorate/Group: Skills and Employment – Routes to Employment	Reporting to: Adult Community Learning Manager
Structure Chart attached:	Yes

Job Purpose

The post will enable the Swindon Borough Council (SBC) Adult Community Learning (ACL) provision to sustain a culture of continuous improvement in teaching learning and assessment. The provision is currently delivered by a team of direct delivery tutors and 3 subcontractors. This post will be part of a small SBC team that is responsible for the leadership, management, development and delivery of this Education and Skills Funding Agency (ESFA) funded contract.

The post will lead on quality improvement undertaking all aspects of quality improvement including working with the team to develop the curriculum and commission providers that can deliver the ACL plan and its priorities.

As part of a small team you will join us in being committed to achieving Outstanding. SBC ACL was last inspected in March 2020 and achieved Good.

Key Accountabilities

- To develop a culture across direct delivery tutors and the subcontracted network of Providers that enables learners and staff to excel and strive for excellence.
- Set and communicate clear standards of the expected quality of teaching, learning and assessment in line with national standards and best practice.
- Act as the lead Internal Quality Assurer (IQA) to:
 - Identify and implement accredited qualifications and ensure all awarding body and ACL requirements are met.
 - Support and advise tutors and providers to develop well-structured and appropriate unaccredited courses to meet identified needs, ACL requirements and RARPA best practice.
 - Provide specialist advice to tutors to support high standards of teaching, learning and assessment

- Respond and resolve learner complaints and appeals
- Carryout a range of quality improvement activities that will enable the service to make continuous progress towards being 'Outstanding' when measured against the Education Inspection Framework (EIF) across all teaching, learning and assessment activities
- To plan and undertake lesson observations and quality audits across all direct delivery tutors and contracted Providers and use this information to support tutors to be reflective practitioners and deliver consistently Good or Outstanding teaching, learning and assessment when measured against ACL expectations and national standards and ACL requirements.
- To manage, develop and motivate a team of professional tutors and support them to deliver consistently high standards of teaching, learning and assessment.
- Work with others in the team to bring together and contribute to a risk based quality and performance monitoring tool, acting on agreed corrective actions.
- Attend and contribute to Provider Contract Reviews, agreeing corrective actions and following up with the provider any Quality related issues to secure improvements.
- To lead on work with ACL colleagues, Providers and stakeholders to improve the percentage of our learners that achieve a positive destination and progress their career aims including progression to English, Maths and IT qualifications.
- To lead the self-assessment against the Ofsted Common Inspection Framework process ensuring that tutors, learners, Providers and stakeholders have been involved and contributed in the process.
- To develop and manage the Quality Improvement Plan ensuring that it is delivered, the service is addressing the key areas for improvement and improvements are being made.
- Plan and manage an effective CPD plan that meets identified needs and enables tutors to be the best they can be.
- To prepare reports as required for managers, directors and others.
- To create, review and maintain ACL quality processes, policies, procedures and guidance and ensure they meet regulatory requirements, national standards and best practice
- Contribute annually to the review and update of all learner and tutor documents e.g. tutor documents, the Learner Handbook, various leaflets and other as necessary to ensure the service continues to meet Ofsted Guidance and best practice identified in published Ofsted reports.
- Contribute to the development of the service by working with others in the team to establish innovative and best practice projects.
- Lead the team to maintain preparedness for an Ofsted inspection.

Supplementary Accountabilities

- Represent Swindon ACL as requested and appropriate at meetings and external and internal meetings.
- Maintain own CPD and knowledge of local and national policy changes and best practice.
- Work in partnership with the other ACL teams to and understand opportunities and share best practice.
- Work with internal SBC teams to maximise the impact of the ACL contract for Swindon's priority residents.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of using the Ofsted Common Inspection framework to establish and implement successful quality improvement processes.
- Developing and delivering Quality Improvement processes across direct delivery provision and a subcontracted network.
- Securing improvements across a direct delivery team of tutors and a subcontracted network
- Conducting observations of teaching, learning and assessment and learning walks and giving feedback that supports continual improvement.
- Experience of leading on the annual self-assessment process against Ofsted EIF
- Quality assuring accredited qualifications and RARPA based provision
- Knowledge of and some experience of quality marks including Matrix
- Working with excluded or hard-to-reach groups.
- An understanding of the ESFA funding rules and performance management process and able to apply these in practice
- Writing concise and risk based reports
- Organising and delivering or commissioning training for tutors and Providers.
- Use of Windows environment, spreadsheets and other IT applications.
- Communication (written and verbal) with a wide range of internal and external people and teams, agencies and organisations.
- Working effectively as part of a team and independently

Qualifications

- Professional/Degree level or substantial relevant experience
- Relevant qualifications in teaching, learning and assessment including an Internal Quality Assurance qualification at Level 4

Decision Making

- Collate all audit and quality information and use a RAG rating to decide on level and scope of interventions and corrective actions.
- Perform tutor observations, making decisions on areas for improvement, selecting the most appropriate corrective actions and sharing/celebrating examples of best practice
- Allocate time to tutor and providers on a risk based approach.
- Lead on the annual self-assessment collecting evidence and making judgements against the Ofsted common inspection framework.
- Identify priority improvement actions that once implemented will have most impact on the quality of teaching, learning and assessment.

Creativity and Innovation

- Working with the IAG posts to increase the number of learners that progress into positive destinations.
- Establishing innovative ways to support tutors and providers in accessing the shared best practice and information.
- Establishing innovative ways to continually improve our service to learners, tutors, Providers, SBC teams and to meet the requirements in the Ofsted Framework.

- Identifying national best practice and interpreting this where relevant into workable innovative solutions in Swindon.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed 12 x professional tutors</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Planning and developing new course provision including identifying appropriate learning outcomes to meet identified need, detailed schemes of work and assessment plans, lesson planning. • Course delivery 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Laptop and phones</p>
--	--	------------------------------------

Contacts and Relationships

- The ACL subcontracted providers, including Colleges and private training providers
- Internally: SBC teams, e.g. Supported Employment team, Care Leaver team, Youth Engagement Worker team, Supporting Housing team and their contractors, Tenant Academy
- Externally: Voluntary sector, public and private agencies and organisations that could either be used as a source for new eligible and priority learners or as a referring point for learners.

Other Key Features of the role

- This post will include visiting community learning venues across Swindon.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	