

## JOB DESCRIPTION

**Job Title:** Quality Assurance Leader – Pastoral Careers

**Reports to:** Assistant Principal – Apprenticeships and Adults

### **Main Purpose:**

Working as a key manager within the apprenticeships division, the role will involve the line management, quality assurance and compliance monitoring of the pastoral and careers provision for apprentices, working to the colleges strategy of developing a high-quality provision in line with the LSIP and enhancing the apprentice and employer experience.

### **Main Duties:**

1. To assist the apprenticeship team to drive the continuous improvement of the apprentices at Wigan and Leigh College
2. To be responsible for the day-to-day management, control and operation of the pastoral and careers provision including:
  - Efficient and effective line management of Apprentice Progress Coaches
  - Allocation of appropriate apprentice caseloads for Apprentice Progress Coaches
  - The monitoring and reporting of data / statistical information to meet KPIs
  - The implementation of quality assurance procedures within the delivery
3. Working closely with Quality Managers and the Head of Studies Team to ensure:
  - Effective reporting and communication of apprentice progress to college leaders, apprentices, employers and parents (where required)
  - Ensure a high-quality apprenticeship learning experience that includes the apprentices, employers and parents (where required)
  - Close monitoring of attendance, achievement and retention
  - Develop a pastoral and wider skills curriculum for apprentices and ensure effective delivery of this to include, but not limited to:
    - Offering support for apprentices with Additional Learning Support Needs
    - Engaging apprentices in college Safeguarding, PSHE and Wider Skills Education
    - Support professional development and careers planning
    - Educate on social and life matters such as:
      - Health and Wellbeing
      - Financial literacy and planning
      - Digital and Technology improvement
      - Innovation and creativity
    - Develop, deliver and engage apprentices in enrichment activities, community outreach and volunteering
4. To monitor and evaluate the effectiveness and achievements of the provision in line with college procedures, including evaluation against quality standards and performance criteria.

### **Responsibilities include:**

- To contribute, as a member of the Business Services Team, to strategic, operational and development planning.
- To implement systems which ensure the achievement of performance targets (e.g. attendance, achievement, retention and destination targets) and safeguard motivation and morale.
- To work in collaboration with all College Managers and external organisations to ensure active participation in the delivery of the Pastoral and Careers Programme
- To promote inclusive learning and widening participation.
- To provide appropriate advice and guidance to prospective learners and to interview prospective learners as and when required.
- To contribute to the Department's staff development plan and design/organise appropriate programmes to meet staff/teachers and assessors' development needs.
- To undertake appropriate staff development as agreed with the line manager to keep abreast of developments in their area of work.
- To give and receive feedback on performance to self and others including through the staff review process and to promote and undertake opportunities for continuous professional development.
- To contribute to the marketing activities in line with College marketing strategies.
- To ensure the continued relevance of the provision and delivery to meet the needs of apprentices and employers.
- To liaise with Cross College staff and other relevant staff to ensure that the student support framework operates effectively (i.e. pastoral system).
- To work alongside quality managers to manage the student disciplinary process and ensure consistency in its implementation.
- To ensure that the student environment is of the highest possible quality.
- To participate in the College's Performance Management process.
- To carry out the duties of the post in line with the College's Equality & Diversity Policy and to promote equality of opportunity within the College.
- To work co-operatively with other areas of the College to provide a corporate College service, particularly at enrolment times and during academic vacations.
- To undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

## **Qualifications**

- Degree or relevant vocational/professional qualification at a minimum of Level 3
- Hold teaching, assessing and IQA qualifications
- GCSE Maths and English Grade C or above

## **Knowledge & Experience**

- Experience of networking with others internally and externally to successfully achieve common goals.
- Experience of data management and preparation of management reports for Senior Management and others.
- Experience of working to meet challenging targets.
- Have experience of managing people and leading teams.
- Knowledge of FE College funding across different funding streams and know how to optimise efficiency when managing delivery projects.
- Awareness of Legislation & Government Policy and implications for the College.

## **Competencies**

- Proven competence of management and delivery in a training environment.
- Excellent written communication and oral presentation skills.
- Ability to work to the needs of a variety of stakeholder relationships.
- Strong interpersonal, problem solving and organisational skills.
- Excellent IT skills with competence in the use of a variety of software packages.
- Ability to analyse complex information and draw out conclusions.
- The ability to motivate oneself and others, working independently and as a team.

You may be required to work at or from any building, location or premises of Wigan & Leigh College, and any other establishment where Wigan & Leigh College conducts its business.

April 2024

This job description is current on the above date. In consultation with the post holder, it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.