**MKC TRAINING SERVICES LTD**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**FOR RSME**

**JOB TITLE:** Head of Teaching and Quality Improvement

**SALARY GRADE:** Competitive

(Dependent upon qualifications and experience)

**RESPONSIBLE TO:** Managing Director

**JOB PURPOSE:** Responsible for setting and maintaining high teaching standards and leading the Quality Assurance and Quality Improvement programmes across all of MKC Training’s operations.

**KEY DUTIES AND TASKS:**

The Head of Teaching and Quality Improvement is responsible to the Managing Director for:

* 1. Providing overall leadership of the Teaching and Quality Improvement Division to ensure its assurance and improvement outputs are achieved effectively, on time and within agreed budgets.
  2. Ensuring MKC Training meets or exceeds key external quality metrics including ISO 9001 / 14001 / 45001 / 44001; Ofsted; RSME and Army Recruiting and Initial Training Command (ARITC); Awarding Organisations; and IIP.
  3. Ensuring the standard of teaching, learning and assessment within each programme area is evaluated in accordance with nationally recognised principles including
* leading the Teaching and Learning Observation Scheme
* collecting and analysing trainee feedback
* reviewing pass rate data
* conducting regular quality audits
* maintaining records and reporting on the quality of each course/module including a Quarterly Trend Analysis to inform stakeholders of teaching performance

and using the outcomes of these activities to inform improvement activities where required.

* 1. Continuously improving the quality of teaching and the student / trainee experience (in partnership with other stakeholders where required) by
* managing the provision of Additional Learning Support
* managing the Library / Learning Resource Centre
* supporting training transformation and the exploitation of new learning technologies including storyboard reviews to ensure readability and appropriate pedagogy / andragogy
* supporting the liaison between awarding bodies and the teaching and management team in the development of trade, technical and professional accreditation
* initiating new practices and processes as appropriate to improve student/ trainee engagement with the learning process.
  1. Leading the production of an annual, high quality Self-Assessment Report that accurately reflects the work of MKC Training and informs the subsequent Quality Improvement Plan.
  2. Ensuring staff have the skills required to carry out their roles effectively by
* supporting the induction and training of new staff
* identifying the professional development needs of all staff in collaboration with the MKC Training management team
* instructing teaching staff in “Good Lesson Practice”
* initiating personal development plans and providing one to one assistance to individual teaching staff requiring support
* providing academic support for staff completing courses such as the Diploma in Education and Training
* co-ordinating a programme of bespoke CPD for staff (CPD Bites)
  1. Contributing to wider company initiatives including
* Leading on internal communications
* Leading on Teaching and Quality policies
* Supporting Ofsted preparation and Quality Improvement across the wider RSME
* Supporting the Business Development Unit with bid preparation.

**PRINCIPAL QUALITY ASSURANCE / IMPROVEMENT DUTIES:**

* Actively driving the quality of teaching through ISO 9001, Education Inspection Framework and other standards
* Guiding and supporting staff to implement appropriate process and practice to comply with ISO 9001 and Ofsted expectations
* Maintaining “up to date” knowledge and awareness of Quality Assurance / Improvement practice through appropriate media/publications and attending seminars and conferences to maintain personal awareness
* Liaising with the MidKent College Teaching, HR and Quality teams.

**PERSON SPECIFICATION:**

1. Leadership, Influence and Decision-Making – able to influence the RSME’s key staff and others to move in the same direction to achieve goals. Able to choose between courses of action to achieve goals.
2. Analysing Information – able to gather, process and use information for understanding, decision-making, forecasting and action.
3. Entrepreneurial Focus – able to respond effectively to the needs of the RSME’s existing and potential student base and provide an effective service to all areas of the RSME, by implementing new ideas, methods or procedures.
4. Planning and Organising – able to establish a course of action to accomplish the RSME’s goals and objectives and to estimate, acquire, monitor, control and develop resources to meet MKC Training objectives in the most efficient and effective way.
5. Team membership and People Orientation – able to take responsibility with others to achieve group objectives, including pan company initiatives and activities.
6. Staff Development and Management – able to ensure that each level of work adds value by communicating what must be done, by when and with what resources.
7. Communication – able to create a mutual understanding both within business units and in cross-company initiatives and activities, using persuasion when necessary to achieve goals.
8. Customer focus - able to understand the needs of the customer and then to put in place initiatives to improve the range and quality of services to them.
9. IT skills - able to demonstrate a commitment to the use of IT for the improvement of educational and working practices and demonstrate skills in the use of a range of IT software.
10. Education Sector - able to demonstrate a broad knowledge of trends and initiatives within the education sector and experience of how this knowledge can be applied to the development and improvement of curriculum and services.
11. Personal Drive - the ability to be self-directed with a high level of personal drive and experience of moving forward new initiatives in a demanding environment.
12. Quality - demonstrate a clear commitment to, and experience of, achieving excellence through continuous improvement and the development of quality systems.
13. Equality, Diversity and Inclusion - able to demonstrate a clear understanding of, and commitment to, Equality, Diversity and Inclusion (EDI).
14. Working Practice - a commitment to working flexibly to meet RSME, MKC Training’s and customer requirements.
15. Personal Development - a strong interest in and commitment to continuous personal learning and development.
16. Full, UK driving licence.

**ESSENTIAL TRAINING:**

Successfully complete an assessor and verifier qualification within 18 months of appointment (if not already held).

**SKILLS AND EXPERIENCE:**

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| **Essential** | **Desirable** |
| Qualified and experienced teacher, lecturer or instructor. | Level 7 Qualification in Education and Training and / or experience of teacher training |
| A very high standard of written and oral English and excellent personal presentation skills, with a good level of statistical interpretation of trends. | Possess NVQ Assessor Qualification D32/33/A1 and D34 or V1 or Level 3 Certificate in Assessing Vocational Achievement / Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice  (If not held – to be achieved within 18 months of appointment). |
| Able to work as a member of a team and possess the ability to inspire others through collaborative working and encouragement. | Ability to create detailed reports and provide competent analysis of the findings/results. |
| Ability to take the lead and deliver innovative measures to improve the trainee/student experience. | Recognised Management Qualification |
| Leading and promoting change and continuous improvement through identifying and implementing creative solutions. |  |
| Developing and delivering effective policies and programmes and engaging others to fully comply. |  |
| Solving problems and taking decisions. |  |
| Focusing on customers and service delivery across all stakeholders. |  |
| Managing work and resources to achieve high quality outcomes. |  |
| Willing to participate in self development initiatives. |  |

**NOTE:**

The job description sets out duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify reconsideration of the salary for the post.

To be completed by successful applicant on appointment:-

**SIGNED**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DATE**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Line Manager)

**SIGNED:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **DATE**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Current Postholder)