

Operations and QA Manager (Apprenticeships)

Job Description

POSITION OVERVIEW

Department	Experiential Digital Global Education (EDGE); Innovation Unit (London)
Location	Devon House, London, Remote-based
Term	Full-time; Permanent
Salary	£45,000 - £55,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	June 2022

The New College of the Humanities wishes to appoint an Operations and Quality Assurance Manager to be responsible for managing the day-to-day operation of the EDGE Unit (London), ensuring adherence to external compliance requirements, internal and external procedures, and the enforcing of policy. As part of the EDGE Senior Management Team, you will be involved in strategic planning for the Unit and will work with key colleagues to co-ordinate and continuously improve the development and delivery of EDGE's portfolio of Degree Apprenticeships, online degrees and other non-degree, non-credit bearing offerings. Responsibilities will include managing all aspects of programme administration, planning, organising, and ensuring a smooth and effective operation in line with the Unit's governance and contractual obligations, including Education and Skills Funding Agency (ESFA) contracts. You will play a key role in communications across EDGE and the wider College to ensure quality standards are met, to implement process improvements and to increase operational efficiency. The role is suitable for

remote working, provided the appointee is able to attend the campus for face-to-face work when required.

Duties and Responsibilities

- Plan the delivery of EDGE programmes and contracts, ensuring that delivery of apprenticeship programmes in particular meet the contractual requirements of the ESFA
- Develop programme and contract evaluation frameworks, with awareness for regulatory compliance strategies, to assess the strengths of programmes and contracts
- Monitor programme activities on a regular basis and conduct an annual evaluation according to the programme evaluation framework
- Report programme evaluation findings as appropriate and make recommendations for future improvement. This will include evaluation of risks identified and taking appropriate action to mitigate where possible
- Facilitate any internal or external review of EDGE Unit (London) and its projects/programmes, including co-ordinating the timely collection of data, information and KPIs as may required
- Develop and maintain management systems and procedures of programmes and projects in line with individual audit and reporting regulations
- Ensure adequate processes are in place for the recruitment and onboarding of learners, ensuring compliance requirements are met throughout these stages
- Work in collaboration with the EDGE Agreements and Contracts Manager to ensure that any information needed to enable the issue and update of such documentation is readily available when required
- Responsible for the set-up and administration of Learner Management System records to display and track ILPs and support ESFA ILR returns
- Provision of training to users of the Learner Management System (internal and external)
- Ensure that apprenticeship records are set up appropriately on ESFA systems
- Responsible for the timely update of learner records within all appropriate systems when a change of circumstance occurs e.g., ABIL, withdrawal, change of employer, and ensuring all necessary parties are aware

- Manage the collection of data and reporting for Course/Programme Assessment Boards ensuring that approved results and any requirement for resit are processed in a timely manner. This includes the consideration and processing of any extenuating circumstances
- Co-manage the ESFA funding contract with the EDGE Financial Planning and Resources Manager, ensuring the complexities and conditions of this funding are sufficiently managed and processed through the ILR
- Work in collaboration with the EDGE Financial Planning and Resources Manager to ensure that any information needed to enable the claiming of funds from, or issue of payment to, other parties is readily available when required
- Develop appropriate workflows and communication across the EDGE team to ensure a smooth operation with a goal of end-customer satisfaction – ensuring a team understanding of any issues and knowing clear routes to resolution
- Close liaison and collaborative working with key administrative staff within EDGE London and EDGE Boston teams and with cross-functional support teams at the College – ensuring a solid support network, consistency of approach wherever possible, and provision of relevant business information as may be required
- Any other duties commensurate with the level of responsibility of this post in support of the Assistant Vice President for Digital Innovation and Enterprise Learning, for which the post holder has the necessary experience and/or training

About EDGE

EDGE (Experiential, Digital, Global, Education) is part of Northeastern's Global Network and is dedicated to designing and delivering work-related learning throughout the UK and internationally. The EDGE team work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The EDGE team currently delivers a growing portfolio of work-related learning aligned to digital transformation, data science, artificial intelligence, and project management.

Person Specification Criteria (Essential / Desirable)

Qualifications

- Honours degree or equivalent professional or vocational qualification and/or extensive relevant senior administration experience [E]

Key Criteria

- Experienced in direct line management or supervision of staff [E]
- Knowledge and hands on experience of managing the administrative requirements of apprenticeship programmes including programme development and evaluation, ideally within Higher Education or within Further Education [E]
- Experience of managing audit, compliance, and other reporting requirements [E]
- Experience in the use of database and management information systems, with an ability to create records, and to extract and report information as required [E]
- Ability to understand, analyse and interpret complex data and business information, being able to do so in a strategic way and (as may be required) be able to summarise, report and communicate clearly to a wide range of stakeholders, including non-specialists [D]
- Experience in dealing with numerous external stakeholders, including central government and auditors, with an ability to quickly understand stakeholder concerns, and work flexibility to incorporate solutions that continue to meet internal and external goals and compliance requirements [E]
- Excellent communication (verbal and written) and relationship management skills, including effective stakeholder and partnership working [E]
- Strong project management capabilities with excellent organisation and time management skills, demonstrating an ability to work flexibly and to deadlines while maintaining a high level of accuracy and attention to detail [E]
- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [E]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [E]
- Able to work without close supervision and with autonomy but also collaboratively as a team member, being flexible and adaptable, and with a willingness to embrace change [E]
- Resilient, with a can-do attitude and an ability to remain calm and measured under pressure [E]
- Competent in the use of IT, especially MS Office [E]
- Willingness and capacity to undertake continuous professional development [E]

Application Process

Applications should be made via [this link](#) by 20:00 on 24 June 2022. Please reference your application “**OPM522**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.