



HEAD OF QUALITY

Candidate Information Pack



HEART OF
WORCESTERSHIRE
COLLEGE



www.fea.co.uk/how-qual
December 2024

Welcome



Michelle Dowse
Principal and Chief Executive

Dear colleague,

I am delighted to extend an invitation to you to consider joining the vibrant and forward-thinking team at Heart of Worcestershire College as our Head of Quality.

At Heart of Worcestershire College, we improve lives through learning and are committed to nurturing the brilliance of every student.

As the largest college in Worcestershire, you will join us at an exciting point in our journey to improve the outcomes of learners through the continuous improvement of teaching and learning. With over 6,000 students, 600 staff and as the leader of the Blended Learning Consortium, we deliver education from our campuses in Worcester, Redditch, Bromsgrove and Malvern, as well as providing excellent blended learning resources to most FE colleges in the country.

We are an ambitious and innovative college and we recognise that having the right leadership in place is paramount to our success. As such, we are currently seeking a dynamic and experienced individual to join us as Head of Quality, playing a pivotal role in driving excellence across our college.

This role presents a rare and exciting opportunity to be part of our ambitious plans to strengthen our college leadership team and shape our future. As Head of Quality, you will have the opportunity to lead initiatives that will have a lasting impact on our learners, our colleagues and our communities.

We believe in fostering a culture of collaboration, innovation and continuous improvement. Supporting the Vice Principal - Quality, you will have the opportunity to work closely with our colleagues, sharing best practices and driving positive change.

Our staff matter and we are dedicated to providing a supportive and inclusive environment where both staff and students can thrive and realise their full potential.



If you are a visionary leader with a passion for excellence and a track record of driving quality improvement, we want to hear from you. Join us on our journey to improve lives through learning and make a real difference in the communities we serve.

Thank you for considering Heart of Worcestershire College as your next career destination.

We have appointed FE Associates to support us with this important appointment. Prior to applying, interested parties are advised to arrange an initial conversation with our lead consultant, by emailing Suzanne.Thurlow@fea.co.uk, to discuss the role before the closing date.

Michelle Dowse
Principal and Chief Executive





OUR VISION. OUR VALUES.

MISSION

Improve lives through learning.

VISION

To be recognised for nurturing the brilliance of every student and addressing the skills needs of local and regional employers, through innovative and impactful education.

VALUES

#HOWCARES

- H**onest
- O**ptimistic
- W**elcoming
- C**ollaborative
- A**mbitious
- R**espectful
- E**mpowering
- S**upportive



STRATEGIC THEMES

7P's

- Purpose
- People
- Place
- Prosper
- Potential
- Partnership
- Planet

TEACHING FUNDAMENTALS

6L's

- Learning Design
- Lesson Essentials
- Learner Centred
- Language
- Learning Skills
- Learner Progress

CORE EMPLOYABILITY SKILLS

5C's

- Communication
- Collaboration
- Critical Thinking
- Creativity
- Company Behaviours



2023 - 2028 STRATEGY

What is our purpose?

MISSION

Improve lives through learning

What do we want to achieve?

VISION

HoW College is recognised for nurturing the brilliance of every student & addressing the skills needs of local and regional employers, through innovative & impactful education

How will we achieve our vision?

STRATEGIC THEMES

PURPOSE	PLACE	PEOPLE	PROSPER	PARTNERSHIP	POTENTIAL	PLANET
Providing a high-quality curriculum, focussed on careers and the delivery of excellent outcomes for all.	Delivering from inspirational and safe learning environments.	Offering a culture of support, kindness and engagement for staff and students with high expectations of ourselves and others.	Focussing on appropriate growth opportunities and efficient delivery.	Being an anchor institution for Worcestershire employers and our communities.	Preserve and innovate today to thrive tomorrow, ensuring we meet skills needs and have a reputation for technological advancement.	Raising awareness of, and delivering on, our sustainability commitment.

OUR AMBITION

Top quartile results.	Estates strategy implemented.	Recognised in Times Best Companies.	Achieve FE Commissioner EBITDA recommendations.	Extensive list of employers engaged in every curriculum area for design, development and delivery. Stakeholder feedback.	Recognised as STRONG for skills and industry leaders in technology.	Reduce carbon footprint by 50% by 2030.
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What is our approach?

HOW WAYS OF WORKING/VALUES

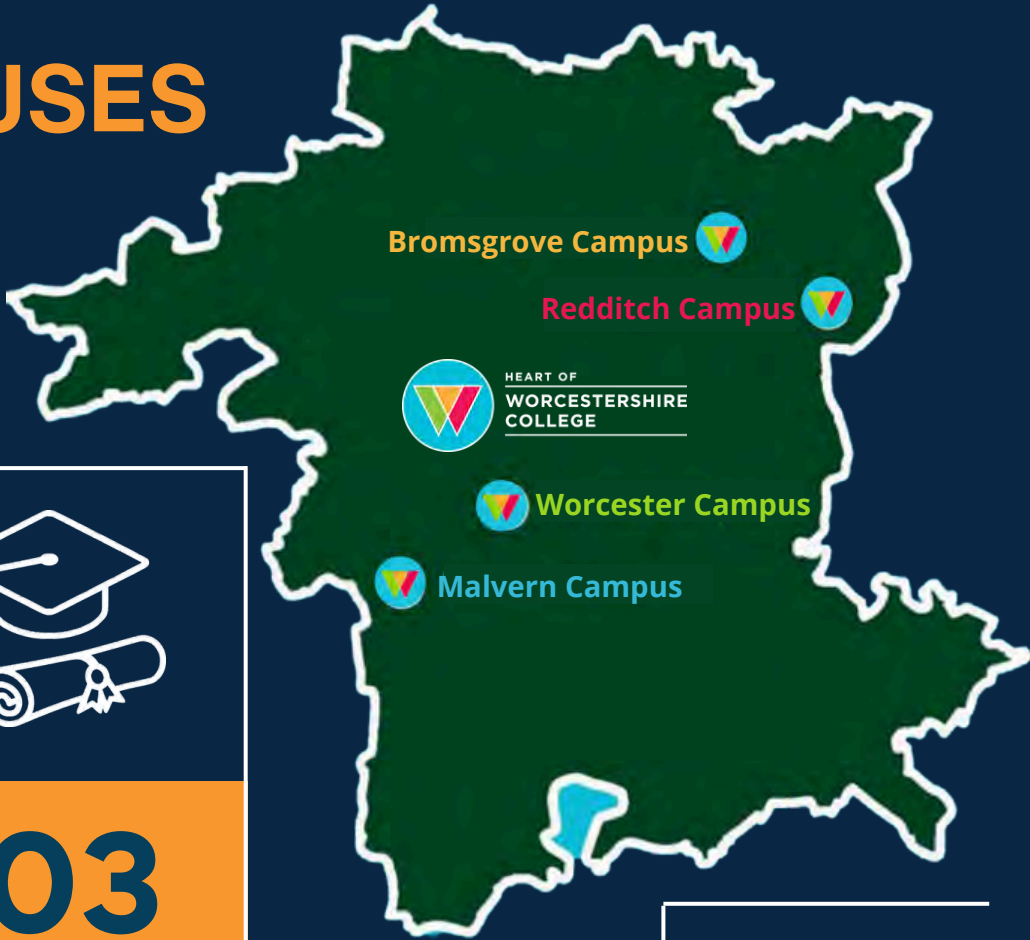
About Us

4 CAMPUSES



2,560

FULL TIME 16-18
YEAR OLDS



756

HIGHER EDUCATION
STUDENTS



603

APPRENTICES

433



245

HIGH NEEDS
STUDENTS

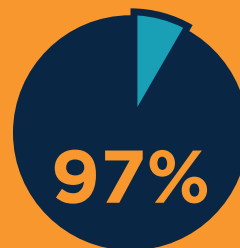
370

APPRENTICE
EMPLOYERS



608

STAFF
450 (FTE)



STUDENTS INTO
POSITIVE
DESTINATIONS

LEAD BLENDED
LEARNING
CONSORTIUM
OVER 164 FE
COLLEGES



£29m
TURNOVER



Job Description

Job title: Head of Quality

Reports to: Vice Principal – Quality

Salary: £50,000 to £55,000 per annum

Location: Cross College (travel to employers' premises in Worcestershire and surrounds)

Aims and Purpose of the Job

The Head of Quality will play a pivotal role in driving and enhancing the College's quality assurance and continuous improvement processes, working closely with the Vice Principal of Quality. This role holds accountability for ensuring the rigorous delivery and development of the College's learning and teaching standards, across all aspects of further education provision including 16-18, apprenticeships, adult education and subcontracted services.

The postholder will oversee the creation, implementation and monitoring of effective quality assurance frameworks and policies, including the observation of learning, CPD planning and performance management processes, ensuring these align with both the strategic and operational goals of the College. The Head of Quality will also be responsible for coaching, mentoring and performance management of the quality assurance team, ensuring alignment with the College's wider ambition of achieving outstanding outcomes for students.

As a senior member of the College's leadership team, the Head of Quality will contribute strategically to the College's vision for continuous improvement, ensuring that the College's reputation as a leading provider of high-quality education is maintained and enhanced.

This Job Description is current as at December 2024 and is a guide to the work you will be required to undertake. In consultation with the postholder, it may be changed from time to time by the College to meet changing circumstances.





Key Roles and Responsibilities

Leadership and Strategic Oversight of Quality Assurance

- Lead the ongoing development and implementation of the College's quality assurance and teaching & learning strategies, policies and frameworks, ensuring their alignment with institutional goals and national standards.
- Spearhead the innovation of teaching, learning and assessment approaches, encouraging the adoption of best practices and the integration of emerging pedagogical research.
- Oversee the design and delivery of the College's CPD offering, ensuring that professional development opportunities meet the needs of staff and align with both College priorities and national developments in education.
- Lead or contribute to departmental deep dives, quality audits and targeted interventions, where needed, to drive improvements in teaching and learning outcomes.
- Actively engage in the Self-Assessment Report (SAR) and Quality Improvement Plan (QIP) processes, supporting curriculum teams in creating meaningful action plans and driving accountability for delivery.
- Produce regular, data-driven reports for Executive Leadership Team (ELT) and the College Board, analysing key quality indicators and performance trends, providing actionable insights for continuous improvement.
- Play a lead role in moderating learning walks and lesson observations, ensuring consistency and quality in feedback provided to teaching staff and managers.

Management of Subcontracted Provision

- Oversee and manage the College's quality assurance processes for subcontracted provision, ensuring rigorous monitoring through termly meetings, learning walks and report compilation.
- Hold accountability for ensuring that subcontractors meet agreed-upon quality standards and demonstrate continuous improvement in alignment with College policies.



Compliance with External Quality Assurance Requirements

- Ensure full compliance with External Quality Assurance (EQA) processes for all awarding bodies, acting as the qualification lead nominee and overseeing all associated training, monitoring and reporting activities.
- Take proactive action to ensure any identified issues with awarding bodies are addressed promptly, with clear follow-up actions and outcomes.

Monitoring and Compliance of College's Quality Processes

- Oversee the day-to-day monitoring of College-wide quality assurance processes, ensuring adherence to policies such as the Observation of Learning policy, Scheme of Work (SOW) compliance and work scrutiny procedures.
- Ensure that all quality assurance processes are transparent, efficient and effective in driving improved performance at both individual and institutional levels.

Observation and Coaching of Teaching and Learning

- Actively observe teaching and learning across a range of curriculum areas, providing constructive feedback and coaching to teaching staff, fostering a culture of continuous professional growth.
- Ensure that teaching staff have the support needed to implement feedback and improve their practice, including the design and delivery of bespoke professional development.

Investigation and Resolution of Complaints

- Lead the investigation of student and staff complaints related to quality assurance, ensuring timely and thorough responses. Provide solutions that enhance the overall student experience and improve teaching and learning delivery.

Overseeing Staff Development Compliance

- Ensure compliance with the staff development processes, ensuring that teachers have appropriate personal development plans that align with both individual career aspirations and the strategic goals of the College.
- Oversee the monitoring of personal development goals, supporting line managers to implement targeted professional development to meet evolving teaching standards.
- Leadership in Self-Assessment and Quality Improvement.
- Lead and collaborate with curriculum leaders and managers to develop, implement and monitor the College's Self-Assessment Report (SAR) and Quality Improvement Plans (QIP).
- Ensure that both plans are actionable, based on robust evidence and effectively contribute to the ongoing enhancement of the College's provision.

Additional Responsibilities

- As a key member of the Leadership Team, contribute to the strategic direction of the College, ensuring that quality assurance and improvement initiatives align with the overall vision for the institution.
- Provide leadership and guidance to the Quality Assurance Team, setting clear goals, fostering professional development and holding team members accountable for delivering on quality targets.
- Act as an ambassador for the College's commitment to high-quality education and a culture of continuous improvement, representing the institution in external forums, networks and professional development events.
- Ensure the effective integration of data and performance metrics into decision-making processes, leading data-informed discussions to drive improvements.



Person Specification

Attainments (eg Qualifications, Experience)

Essential

- Teaching qualification (e.g., PGCE, CertEd, or equivalent) and/or degree-level qualification in a relevant field.
- Extensive experience in quality assurance and leading curriculum development within a Further Education setting, with a proven track record of improving outcomes and ensuring compliance with internal and external standards.
- In-depth understanding of FE quality processes, including national frameworks, inspection criteria (Ofsted) and external regulatory bodies.
- Experience leading CPD initiatives, coaching and managing staff to enhance teaching, learning and performance.

Desirable

- Postgraduate qualification in education or quality assurance (e.g., MEd, or equivalent).
- Experience of managing and coaching teachers in the Further Education sector.
- Experience in managing and improving subcontracted provision and ensuring compliance with quality assurance standards.
- Assessor/verifier qualification.

General Skills

Essential

- Strategic leadership skills, with the ability to influence decision-makers and drive quality improvement at an institutional level.
- Problem-solving and decision-making abilities to navigate complex challenges and ensure the delivery of high-quality outcomes.
- Experience of presenting to Board-level and other senior stakeholders on quality and performance matters.
- Exceptional communication skills, both written and verbal, with the ability to engage and influence a variety of stakeholders.
- Strong relationship-building skills to foster collaboration across teams and with external partners, including awarding bodies and funding agencies.



General Skills cont'd

Essential

- Excellent administrative and ICT skills, with the ability to manage data and use performance metrics to inform decision-making and improve quality.
- Proficiency in using digital tools for quality assurance and teaching observation (e.g., learning management systems, data analytics software).
- Exceptional presentation skills, with the ability to communicate complex data and quality outcomes in a clear and engaging way to a range of audiences.

Desirable

- Experience of operating at Senior Leadership Team (SLT) level with significant strategic responsibilities.

Essential Specific Skills

- Strong leadership and motivational skills, with a track record of inspiring teams to achieve high standards and exceed targets.
- Experience managing or overseeing curriculum teams at a leadership level.
- Operational understanding of relevant quality frameworks, including those that impact curriculum delivery and quality assurance.
- Knowledge of emerging educational technologies and innovations that can improve teaching, learning and assessment practices.
- Proven ability to manage and drive continuous improvement, leading quality improvement plans (QIP) and self-assessment reports (SAR).
- Demonstrable experience in coaching and mentoring staff, particularly in leadership development.
- Excellent organisational and project management skills, with the ability to manage multiple high-priority initiatives and meet deadlines.



Essential Disposition/Personal Qualities

- Ability to relate to, influence and liaise with a diverse range of individuals across all levels, from teaching staff to senior leadership and external partners.
- Strong understanding of cultural diversity and inclusion, with the ability to adapt quality processes to meet diverse student needs.
- Customer-focused with a commitment to improving the student experience and maintaining high standards of service delivery.
- Meticulous attention to detail, ensuring quality standards are maintained and consistently met in all aspects of service delivery.
- Innovative thinking, with the ability to introduce and implement new quality assurance practices that respond to evolving educational needs.
- Results-driven, with a proactive, solutions-oriented approach to achieving targets and improving outcomes.
- Flexibility and adaptability, with the ability to thrive in a fast-paced, evolving environment.
- Highly adaptable, with the ability to respond to changing market demands and educational trends.
- Experience in crisis management or navigating periods of institutional change or challenge.

General Points

- Willing to work remotely, adopt flexible hours as necessary including some unsociable hours as required.
- Driving licence.



Key Dates and the Recruitment Process



Closing date: 9am on Thursday 9 January 2025

Interview date: Thursday 16 January 2025

We have retained FE Associates to support us in finding an outstanding individual to inspire excellent practice across our organisation. The application process is outlined below.

Initial Discussion and Recorded First-Stage Teams Interview

Prior to submitting an application, interested parties are advised to arrange an initial conversation with our FE Associates lead consultant, by emailing Suzanne.Thurlow@fea.co.uk, to discuss the role before the closing date. *Once it is agreed for you to proceed with an application, the lead consultant will schedule a first-stage interview via Teams with you which will take place before the closing date and will be recorded.* Once this interview has been scheduled, you should submit your application. Please see the final page for full details on how to submit your application.

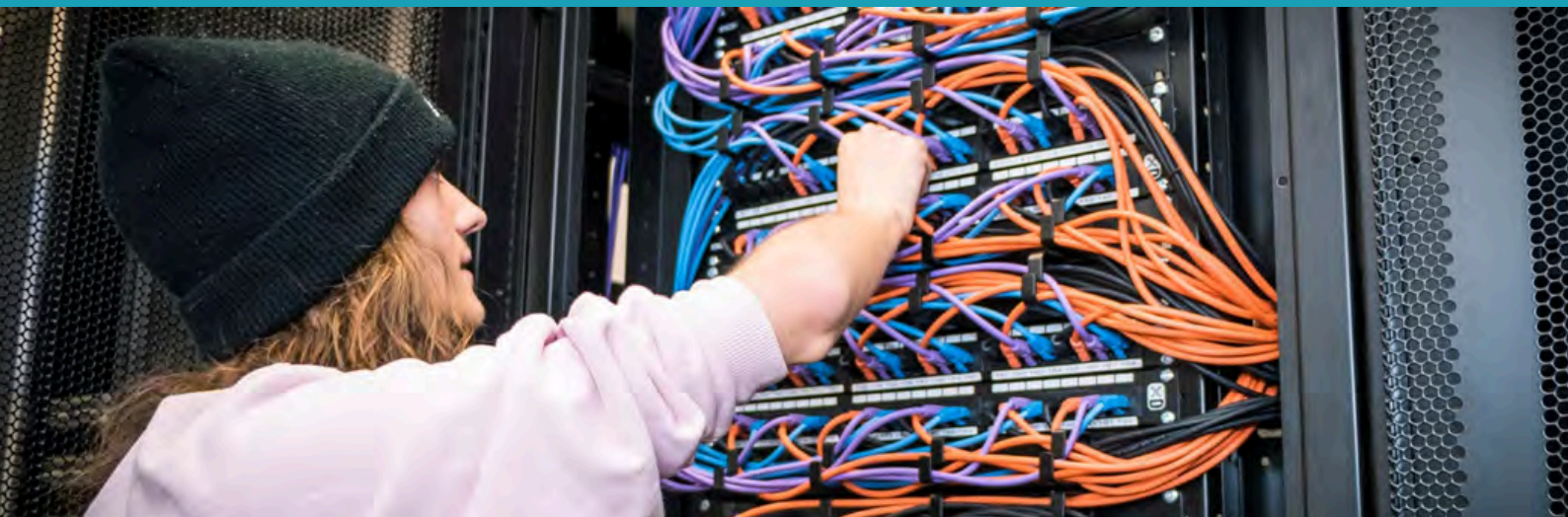
Shortlisting and Invitation to Interview

After the closing time/date, our lead consultant will send all applications and recorded first-stage discussions to the college for shortlisting. Once the shortlist has been agreed, candidates will be notified by the lead consultant and shortlisted candidates will be invited to a formal interview/selection process with the college.

Safer Recruitment and Due Diligence Checks

Applicants are advised that, as part of the statutory guidance on Keeping Children Safe in Education, colleges/training providers are advised to make arrangements for an online search as part of due diligence on shortlisted candidates. The searches are aimed to assist in identifying things said or done that may harm the organisation's reputation or make the candidate unsuitable to work with children, young people and vulnerable adults. Where a cause of concern arises from the online search, a risk assessment will determine whether the concern is of such a nature that it is appropriate to exclude a candidate from the process or whether a clarification discussion, before or during an interview, is needed.

Submitting Your Application



Having obtained the full information from <https://www.fea.co.uk/how-qual/>, discussed the role with Suzanne Thurlow and scheduled your first-stage interview via Teams, you should email your application to recruitment@fea.co.uk in advance of the closing date and time (see Key Dates section). Applications received after this time will not be considered. **Please note, CVs will not be accepted in place of, or in addition to, the application form.**

Email Checklist

Please use the latest version of the application and ED forms found on the job page for this role and not older out-of-date versions. These forms are not compatible with IOS/MAC (Pages).

Ensure your email includes only the 2 forms necessary for your application (these forms are located with the candidate information pack on the FEA website jobs page for this role):

1. An Application Form with all sections completed including:

- An explanation of any gaps in your employment in **section 6**.
- A supporting statement which does not exceed the equivalent of 2 pages of A4 and is included as part of the form in **section 9** and not as a separate document. In this section, explain how you believe your knowledge, skills and experience match the criteria as stated in the person specification for this role (detailed in this candidate information pack).
- Please include 2 referees and their full postal and email addresses and their contact numbers in **section 10**. References are usually sought after the interview process and the college will not contact referees without your prior approval.
- Ensure you enter your name/e-signature and date in **section 11**.
- Save your completed form as a Word document with your surname, first name and the job reference as the filename i.e. **Surname, First Name – how-qual-Application**.

2. The Equality and Diversity Monitoring Form.

- This is a Word format document. Please click *inside* each check box that applies to you.
- Once you have fully completed the form, please save this as a Word document with your surname, first name and the job reference as the filename i.e. **Surname, First Name – how-qual-ED**.