

Role Description

Role Title:	Internal Quality Assurance (IQA) Supervisor (Plant Mechanics)
Directorate:	National Construction College
Location:	Mobile
Reports to:	Programme Manager (Assessment & Verification)

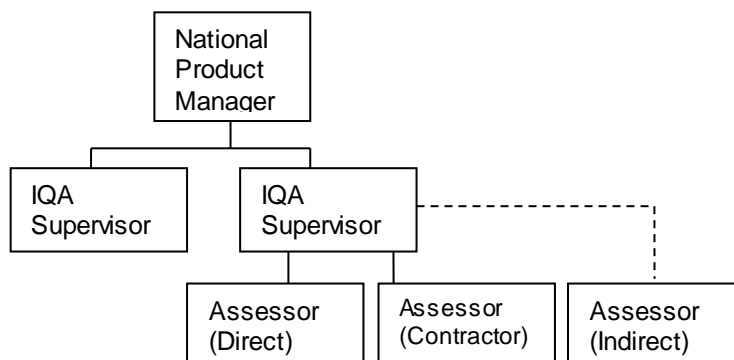
ConstructionSkills is committed to Safeguarding and promoting the welfare of learners and expects all staff and volunteers to share this commitment. Appointment to this position is subject to an Enhanced Disclosure check from the Criminal Records Bureau.

Role Purpose:
<ul style="list-style-type: none"> • Manage and lead occupationally specific team(s) (employed and contracted) in the delivery of assessment and QA services to both internal and external customers throughout the UK. Manage the quality assurance of all centres and occupational qualifications offered by NCC. Manage cohorts of learners (apprentice and adult) across multiple occupations and centres. Influence and develop internal and external strategies that improve qualifications, develop new products and contribute to a culture of continuous improvement. Generate non-levy income by selling products to existing customers, potential customers, federations, national working groups and other stakeholders.
Role Accountabilities:
<ul style="list-style-type: none"> • Manage and lead assessment and QA teams (employed and contractor) in the operational delivery of departmental products. • Manage and lead learner cohorts through: recruitment, monitoring on-site training and competency assessment - in order to meet department, NCC and organisational achievement targets. • Maintain the integrity of all qualifications within occupational area of responsibility. • Maintain the integrity of all centres within occupational area of responsibility. • Support and lead other teams and individuals across the wider NCC campus and ConstructionSkills Directorates in relation to assessment and QA provision. • Carry out effective financial/business planning to accurately forecast team income and costs to meet departmental, NCC and organisational deliverables. • Drive non-levy income and manage costs via effective and efficient management of provision and resource. Work with Product Manager and other stakeholders to develop sales and marketing strategies. • Work with Product Managers and other stakeholders to contribute to the development of new products, externally influence and take a leading role in qualification development, and assessment/QA practice. • Generate non-levy income (to personal targets) by leading on proactive marketing and selling of provision to existing and new customers. • Provide information, advice and guidance (IAG) to all stakeholders meeting the requirements of MATRIX. • Maintain the health, safety and welfare all those involved in the assessment/QA process. Promote and ensure compliance with all organisational policies on safeguarding, equality and diversity. • Contribute to the achievement and maintenance of all quality standards currently held or aspired to by ConstructionSkills.

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- Manage the recruitment, development and training of staff (direct/indirect reports) and contractors to meet NCC business needs both current and future.

Business Impact:



Business impact is present across the entire organisation as this role is accountable for the integrity of all assessment centres and qualifications offered by NCC, directly contributing to major ConstructionSkills deliverables. Effective accurate management is crucial to the maintenance and continual improvement of apprentice achievement, NLI, organisational reputation, brand enhancement and national quality standards. The role carries a high degree of accountability associated with the regulatory nature of the qualifications and the demands of frequent external audits. The integral links with government funding to this provision also carry additional accountabilities. This role is at the forefront of NCC strategies to reduce the dependency on levy support, influence curriculum strategy/qualifications and build relationships with stakeholders.

People Management/Team Leadership:

Fundamental to this role is the overall line management and leadership of the assessment team(s) as allocated by the Programme Manager in compliance with all NCC and ConstructionSkills policies and procedures. In some cases line management of additional roles will be required e.g. contractors, indirect reports and back office staff.

Learner management (via cohorts) is crucial to the success of this role and will also include management and leadership of employers and other stakeholders connected to the process.

Management and control of awarding organisation audits including all those making a contribution to the process, in order to maintain the integrity of the centres and qualifications.

Effective 'up management' of line manager, and deputising as and when directed.

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Knowledge, Skills and Experience:
<ul style="list-style-type: none"> • Must meet the requirements of the Consolidated Assessment Strategy for Construction and the Built Environment issued by the SSC for Construction (ConstructionSkills) for IQA • Where required hold the relevant occupational qualifications and industry experience. • Understanding of occupational sector(s) to be assessed/IQA'd. • Qualified to the latest QCF assessment and quality assurance qualifications (or equivalents), and compliance with the current national occupational standards for assessment/IQA. • A current H & S qualification (e.g. SMSTS/IOSH). • Experience of working in an assessment centre as an assessor. • Decisive decision making skills commensurate with that required for competency qualifications. • Leadership and management skills. • Ability and skills to work autonomously, with minimum supervision and lead a national workforce.
Communication/Relationships:
<p>Ability and skills to communicate effectively and build meaningful relationships with:</p> <ul style="list-style-type: none"> • Assessors – supervision, delivery of provision, IQA, support, CPD, mobile working, audit. • Learners - (apprentice and non-apprentice) IQA, motivation, monitoring, assessment, targets, sales. • Employers - learner updates, work allocation, assessment opportunity, sales, qualification structure. • Federations - IQA, qualification updates, assessment strategy, assessment methodology. • Awarding Organisations (AO) - audits, legislation, assessment strategy, assessment methodology. • ConstructionSkills directorates - SSC, employer services, business services (learner monitoring). • NCC Departments - product teams, admin teams, funding team (learner monitoring). • Other providers/Contractors – partnerships, third party provision, PQQ and tendering.
Decision Making:
<p>Key critical IQA decisions made against regulatory requirements and NCC process, to:</p> <ul style="list-style-type: none"> • Maintain the integrity of competency qualification claims and the centres dealing with those claims. • Verify assessor decisions (legislation, industrial regulation, industrial guidance). • Manage Awarding Organisation audits, corrective actions, updates and changes. • Sampling, observation of delivery, removal of assessor/centre accreditation, funding process. • Provision fees, contracts/agreements, sales, workload of centre/assessors, operational (priority). • Minimise risk to centres, qualifications and staff accreditation. • Decisions made by the hour

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Change Management:
<ul style="list-style-type: none"> • Development of process maps for IQA and assessment delivery, anticipate and lead on changes required to meet future AO, legislative, industry and business needs. • Awarding Organisation codes of practice (QCF), implement all changes in an effective and efficient manner with teams and other stakeholders. • Ability to interpret customer needs and develop new cost effective products and processes. • Flexible approach to provision with innovation and invention as a focus. • The skills set to work autonomously, proactively, solve problems and make key critical business decisions in order to manage change effectively. • Process development, resource development, financial planning, funding and achievement profiles.
Key Competencies
<ul style="list-style-type: none"> • Understanding Organisations - industry sector, SSC, federations, employers, education sector • Driving for results – Centre/qualification integrity, qualification achievement and non-levy income • Courage and conviction - customer needs, learner needs, staff needs, industry/legislative change • Understanding people - learners, employers, parents, industry in general, education sector, • Leading to win - learners to achievement, employers to help learners, industry/SSC - qualifications
Special Conditions/Other Requirements:
<ul style="list-style-type: none"> • Requirement for extensive travel, nights away from home • Lone working • Autonomous self motivation • Prioritising workload • This role requires an enhanced DBS/PVG for child workforce and children's barred list check