

JOB DESCRIPTION

Job Title: Qualifications Development Manager	Accountable to: Head of Qualifications and Assessment, UAL Awarding Body
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £45,603 per annum	Grade: 6
Service: UAL Awarding Body (Operations and External Affairs)	Location: High Holborn

Who are UAL Awarding Body?

UAL Awarding Body designs and awards qualifications in creative subjects from Levels 1 to 4, operating in England, Scotland, Northern Ireland and Wales. It works with more than 200 Further Education Colleges, Sixth Form Colleges, schools and universities across the UK, and is regulated by Ofqual, CCEA and Qualifications Wales.

UAL Awarding Body is part of UAL's Academic Enterprise Department, which leads the University of the Arts London's third stream income operations. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd, UAL Awarding Body, the Language Centre, college and research based enterprise, business and innovation operations. Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but is also developing new products and services for new and existing markets.

Academic Enterprise is a successful and growing department with an anticipated combined turnover of £32m in 2017/18, from both B2B and B2C activities. There are approximately 195 staff and 650 hourly paid tutors working in Academic Enterprise operations in all UAL's Colleges as well as central university services. Each year, around 70,000 students study on short courses or qualifications offered by AE business units.

What is the purpose of the role?

Reporting to the Head of Qualifications and Assessment Design, the Qualifications Development Manager is responsible for the design, development and review of all qualifications and assessments that comprise UAL Awarding body portfolio.

The role ensures that we develop qualifications for which there is demand and that deliver income for the organization. The role also balances commercial demands with quality and validity, ensuring that qualifications are fit for purpose and support students to progress to further or higher education or employment.

This role operates within a challenging external environment that is highly regulated and requires a high level of technical/specialist skills, excellent project management, stakeholder engagement, and people skills.

The Qualifications Manager will ensure that all UAL Awarding Body qualifications satisfy the requirements of regulators and funders including Ofqual, CCEA, Qualifications Wales, the Department for Education, the Quality Assurance Agency for HE, the Education and Skills Funding Agency, and the Higher Education Funding Council and any other relevant agencies and bodies.

Duties and Responsibilities

Policy and regulation

- Influence and contribute to portfolio strategies by keeping the Head of Qualifications and Assessment Design updated on the effect that new policies in the educational landscape or wider sector will have on our qualification portfolio
- Provide expert, informed and reliable advice to the Head of Qualifications and Assessment Design on all aspects of qualification development, assessment design, funding, and UCAS

- Maintain a sound, up-to-date understanding of regulatory requirements and ensure that systems and processes support ongoing compliance.
- Contribute to improvement projects (systems/quality improvements), innovations, and working groups as appropriate in respect to continuous improvements and maintenance of our qualification portfolio or the ongoing development and delivery of assessment projects.

Qualification development

- Write RQF compliant units in collaboration with Subject Matter Experts, and undertake technical reviews of units developed by others
- Manage the design and development of UAL Awarding Body qualifications and assessments ensuring that they meet the requirements of our Regulators, Department of Education and Education and Skills Funding Agency.
- Ensure that the development of new products and the review of existing products draws on appropriate internal and external expertise and adopt the very latest practice and innovation within creative arts subjects.
- Manage the evaluation and redesign of our growing portfolio of qualification to ensure that they continue to meet the needs of users, wider creative sector, together with the requirements of the Department for Education and other Regulators

Assessment design

- Ensure up to date policy and practice is implemented in assessment design
- Lead the design and development of all sample assessment papers for new qualifications by working collaboratively with internal and external stakeholders
- Ensure all sample assessments developed are fit for purpose, meet agreed standards and follow agreed processes, principles and policies and meet Regulatory requirements
- Identify and implement ways to continuously improve assessment design

Management

- Effectively and efficiently manage the day-to-day running of the UAL Awarding Body Qualifications and Assessment Design function.
- Manage the allotted budget and ensure that expenditure is monitored, and the budget adhered to.
- Lead, develop and actively line-manage direct reports.
- Design and deliver an annual programme of training and development for the Qualifications and Assessment Design team.
- Plan, deliver and evaluate technical training for a range of internal staff and/or external subject matter experts
- Manage the commissioning and on-going relationship within internal and external technical and subject matter writers and reviewers
- Manage the Qualification Steering Group which is responsible for providing advice and guidance on our qualification portfolio

Customer service and relationship management

- First-class customer focussed service is provided to approved centres, staff and students.
- Internal and external relationships are developed and maintained to the benefit of UAL Awarding body
- Represent the Awarding Body during internal and external conferences and events
- Ensure that existing partnership working/service level agreements are maintained, and performance monitored regularly and reviewed as appropriate

General

- Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.

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- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Head of Qualifications and Assessment Design
- Qualification Officers
- Quality Assurance and Enhancement Manager
- Chief Examiners
- Research and Policy Coordinator
- Business Development Manager
- External technical and subject matter experts

Specific Management Responsibilities

Budgets: To be confirmed as required for specific projects

Staff: Direct reports: 2 x Qualifications Officer

Other (e.g. accommodation; equipment): laptop, phone

Person Specification

Specialist Knowledge/Qualifications	<p>Degree or equivalent.</p> <p>Demonstrates expert knowledge, understanding and experience of running a qualification development function and/or designing and developing qualifications on the QCF or RQF.</p> <p>Demonstrates expert knowledge, understanding and experience of fit-for-purpose and valid assessments, particularly around key and emerging categories of qualifications and assessment: e.g. T levels, Technical qualifications, A'levels and GCSEs, Applied Generals</p> <p>A comprehensive understanding of the systems, processes and timelines of regulators and funders, including guidance documents and online systems for Awarding Organisations from the Department for Education (LARS), Ofqual (RITS), CCEA, Qualifications Wales, Education and Skills Funding Agency and UCAS.</p> <p>Regulatory knowledge: understanding of the regulatory requirements and governmental policies that affect our product portfolio</p> <p>Knowledge of, or interest in, the Arts, design or creative industries.</p>
Relevant Experience	<p>Significant experience of manager role in an Ofqual, CCEA or Qualifications Wales regulated Awarding Organisation.</p> <p>A proven track record of designing, developing and reviewing Ofqual, CCEA or Qualifications Wales regulated qualifications</p> <p>Ability to use primary and secondary research and other techniques to support the creation of high-quality and innovative qualifications and assessment</p> <p>Experience of devising, negotiating, agreeing and managing contracts, in collaboration with legal experts, and has an understanding of intellectual property rights.</p> <p>Ability to develop and maintain productive and enduring relationships with internal and external stakeholders</p> <p>Ability to deliver projects to plan, on-time and on budget to agreed quality standards.</p> <p>Understanding / experience of innovative approaches to assessment and assessment delivery</p>
Communication Skills	<p>Is able to communicate clearly, concisely, unambiguously and professionally both orally and in writing.</p> <p>Can understand, and explain to the layman, technical terms commonly in use in their own area of work.</p>

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	<p>Has an understanding of and experience in dealing with confidential matters appropriately and according to policy and procedure.</p> <p>Is able to communicate with internal colleagues and external customers at different levels of seniority appropriately, providing outstanding customer service</p>
Leadership and Management	<p>Experience of recruiting, managing, developing and inspiring a high performing team</p> <p>Demonstrates an understanding of the importance of basic management frameworks and tools including the annual appraisal process, objective setting, 1:1 meetings, team meetings and annual planning</p>
Planning and managing resources	<p>Has a sound logistical background with experience of project planning and contingency management. A project management qualification such as Prince 2 or an Agile is desirable.</p> <p>Is able to accurately and realistically plan, prioritise and organise their work and the work of others to achieve objectives within set timeframes and to requisite quality standards.</p>
Teamwork	<p>Supports fellow UAL staff and works collaboratively within a team towards a common goal, and is able to lead own team effectively.</p> <p>Work collaboratively across departments and with different professional groups.</p>
Customer service	<p>Customer-focussed thinking that considers the real impact decisions could have in a delivery environment.</p>
Creativity, Innovation and Problem Solving	<p>Generally curious and seeks to identify potential problems and opportunities for improvement.</p> <p>An eye for detail and a desire for accuracy.</p> <p>Uses initiative to identify and address potential problems, implementing appropriate preventative measures where possible or uses creativity to resolve issues.</p> <p>Is prepared to listen to and evaluate suggestions from others and is able to contribute original solutions; escalating to a senior manager if the issue is complex or requires a decision outside their remit.</p>

Last Updated: