

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	Coordinator
Job Title:	Quality Coordinator
Reports to:	Deputy Head of Quality Improvement
Grade	SO1
Date of compilation:	March 2023

ROLE SUMMARY:

An exciting opportunity has arisen to join the Quality, Teaching & Learning Directorate in maintaining and driving high standards across the FE Colleges. This individual will work across the group and have a residency to support a number of curriculum areas. This role needs someone who is pro-active, a good communicator and able to support the quality team in a fast paced environment.

SPECIFIC ROLE RESPONSIBILITIES:

1. Coordinating quality monitoring activities, such as stakeholder satisfaction, reports on awarding organisation, quality performance reviews and other quality assurance activity. This includes analysing data and information received and preparing reports and updates highlighting key points for further consideration.
2. Supporting the Deputy Director of Quality Standards and Deputy Head of Quality Improvement with quality reviews of courses and departments, including preparing and collating data/information for these reviews and co-ordinating logistical arrangements for these and other information/training workshops.
3. Collating information produced at departmental levels, such as self-assessment, course reviews and complaints; identifying themes, trends and areas for further work or support.
4. Communicating information to departments about quality assurance and awarding organisation activities and external quality benchmarks and standards, in collaboration with Deputy Director of Quality Standards and Deputy Head of Quality Improvement. This

includes contributing to the development and maintenance of online resources and tools to assist departments.

5. Support residency with quality assurance and improvement activities, reporting back to Deputy Director and Deputy Head.
6. Undertaking follow-up work, including monitoring activity to ensure departments have taken action following updates to results of student surveys, quality reviews, awarding organisation actions/ recommendations, annual self-assessment, course reviews and sampling activity and educational policy changes.
7. Suggesting and implementing improvements to the process for quality assurance and enhancement.

CORE RESPONSIBILITIES:

1. Contribute to the annual review of quality procedures to ensure they are in line with awarding organisation expectations and sector developments, external standards and requirements.
2. Work collaboratively across departments building positive working relationships across curriculum and business support areas.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.



Person Specification

Job Title:	Quality Coordinator
Department	Quality, Teaching, Learning and Assessment

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Appropriate level 3 qualification (or above), in a relevant discipline that can be applied to the role.	A/C
E	Level 2 (or above) in English, maths and ICT	A/C

E	Relevant business, IT or customer service qualification or training	A/I
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Experience of working in a customer focused role, delivering a responsive and high quality service	A/I
E	Knowledge and experience of working in an FE or educational setting.	A/I
E	Knowledge and experience of IT in a business / educational context e.g. Microsoft applications including Excel, Outlook.	A/I/T
D	Knowledge and experience with Google applications e.g. Docs, Sheets, Forms, Slides, Sites.	A/I
D	Experience of using management information systems e.g. ProMonitor, Pro Achieve, Power bi	A/I
D	Experience of working and promoting collaboration, which has benefits across the organisation.	A/I
D	Experience of contributing to a robust evidence base for internal and external audit	A/I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Ability to implement and utilise information systems to enhance service delivery e.g. Using Google, ProSolution, Powerbi and other products.	A/I

E	High levels of skill and attention to detail when monitoring data compliance and the quality of completion.	A/I/T
E	Ability to communicate effectively at all levels and with internal and external stakeholders, whether orally or in writing.	A/I
E	Ability to interpret data, producing reports on progress against outcomes.	A/I/T
E	Ability to demonstrate objectivity and a confidential approach to data and information management.	A/I
E	Ability to use own initiative and a solutions focused approach to impact positively on service delivery.	A/I
E	Ability to schedule and have oversight of the logistical coordination of quality assurance activities.	I
D	Ability to design and deliver training resources and learning activities.	I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Support and promotion of equality, diversity and inclusion	I
E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I