



**The
Workforce
Development
Trust**

Head of Quality and Compliance

Job description

Job Title	Head of Quality and Compliance
Department	Quality and Compliance – SFJ Awards
Reports to	Managing Director – SFJ Awards
Location	Sheffield Office, with hybrid working available
Pay Scale	£71,289 per year
Contract	Permanent
Hours	37.5 hours per week

SFJ Awards

SFJ Awards are a regulated Awarding Organisation, delivering high quality qualifications, and custom certification for learners through Approved Centres in England, Wales, Northern Ireland, and Scotland. We are also an Apprenticeship End-Point Assessment (EPA) Organisation approved by the Education and Skills Funding Agency to deliver EPA to apprentices for a growing number of apprenticeship standards in England. SFJ Awards is part of the Workforce Development Trust group.

The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our collective of four brands; Skills for Health, Skills for Justice, SFJ Awards and People 1st International, which deliver specialist, targeted skills interventions to support a variety of frontline public services.

Job summary

SFJ Awards provides a range of Awarding Organisation and assurance functions, including regulated qualifications and apprenticeship end-point assessment. The Head of Quality and Compliance is an important senior leadership position within SFJ Awards, accountable to the Managing Director. The post holder will act as

Responsible Officer for SFJ Awards in all dealings with the education and qualification regulatory bodies for which SFJ Awards' provision is in scope and be accountable for quality improvement and assurance services in respect of SFJ Awards' product portfolio. They will ensure good governance over the functions under their control and play an active role in the delivery of corporate aims and objectives for SFJ Awards, as well as taking a lead role in the forward strategic development of the organisation. The post holder will ensure effective relationships with key stakeholders, including relevant regulatory and sector bodies, as well as contributing to the wider development and successful achievement of SFJ Awards' strategic, operational and financial plans.

Key responsibilities

Reporting directly to the SFJ Awards Managing Director, the post holder's key responsibilities will include accountability for:

- The successful maintenance of SFJ Awards' status as a U.K. regulated AO and EPAO.
- The effective management and maintenance of regulatory compliance, including acting as 'Responsible Officer' for the purposes of ensuring regulatory compliance and engagement with U.K. qualifications regulatory bodies.
- The development and execution of strategic and operational plans for SFJ Awards' quality improvement and assurance functions, ensuring they are consistent with wider SFJ Awards strategic aims.
- Responsible for the accurate and timely production of the Statement of Compliance including other Key Lines of Enquiry.
- Responsible for the accurate and timely production of Thematic Reviews as requested by the regulator.
- Keep abreast of regulatory changes and advising teams and stakeholders on actions required to mitigate and manage risks.
- Ensuring that robust quality assurance systems operate across all aspects of the development and delivery of SFJ Awards' products and services, maintaining and enhancing the organisation's reputation with its customers and stakeholders.
- Responsible for the preparation and production of all papers for Quality Forum and Quality and Standards Committee, in partnership with SFJ Awards Management Team.
- Ensuring high levels of customer service and satisfaction in the delivery of SFJ Awards quality improvement and assurance services.
- The maintenance of good governance over the day-to-day operations of the business functions under their control, consistent with WD Trust policies and procedures.
- Directing and line managing the work of the quality assurance and exams functions within SFJ Awards, recruiting and selecting staff, setting objectives

and influencing, motivating, supporting and holding individuals to account for the delivery of key performance indicators, targets and other success measures.

- Ensuring accurate, reliable, consistent, and timely management and transfer of data to Regulatory bodies to the ISO 27001 standard.
- Ensuring the effective utilisation of budgets, resources and staff, both directly employed and associates, with a focus on VFM in all activities undertaken in the functions under their control.
- As a senior member of the SFJ Awards Management Team, acting as a role model for a culture within SFJ Awards that cultivates and demonstrates the values shared across the WD Trust group.
- Providing expert advice and guidance to the Managing Director and wider WD Trust Group Leadership Team on matters relating to quality improvement and assurance within vocational education and training.
- Representing SFJ Awards at external events and with external contacts, acting at all times as an ambassador for SFJ Awards and the wider WD Trust.
- Supporting and deputising for the Managing Director in providing effective leadership of SFJ Awards staff when required to do so.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
Maths and English qualification at Level 2	X	
Degree or equivalent professional, vocationally related qualification in Quality Assurance.	X	
Knowledge		
Comprehensive knowledge and understanding of education, vocational qualifications and Apprenticeships across the UK.	X	
Understanding of Ofqual Conditions and their application to regulated qualifications and end-point assessments.	X	
Knowledge and understanding of quality assurance systems and how they are applied within vocational education and training organisations.	X	
Knowledge and understanding of education and training systems within the public services sectors, preferably relating to at least one of the U.K. occupational sectors in which SFJ Awards is a key provider of qualifications, assessments and certifications		X
Understanding of the role technology can play in the delivery of Awarding Organisation functions	X	
Experiences		
Proven experience of a senior level role within an Awarding	X	

Organisation or regulated accreditation body – the ideal would be as Responsible Officer or equivalent		
Demonstrable experience of strategy development and delivery at a senior level within the vocational education training and qualifications sector	X	
Experience of working in a regulated environment and responding to regulators needs	X	
Proven experience of working at a senior level and working with Governance Boards		X
Proven expertise and experience in leading the development and quality assurance of vocational education and training qualifications and assessments	X	
Experience of building, motivating and managing multi-functional teams to deliver operational plans and income targets	X	
Experience of managing change and leading teams through change		X
Experience of working within ISO 27001		X
Experience of developing and being responsible for a P&L of a business unit with a turnover of over £1m		X
Experience of developing and delivering short and medium term operational plans to deliver organisational strategic goals	X	
Experience of working and building relationships with strategic and political customers and stakeholders at a regional and national level		X
Experience of developing innovative and creative solutions that meet customer needs and secure market advantage		X
Experience of developing and delivering in international markets		X
Skills and abilities		
Ability to engage and work with colleagues, stakeholders and customers at all levels from the most senior to the most junior	X	
Demonstrated leadership ability at both senior and team management level, providing clear direction, performance management and personal development opportunities	X	
Excellent analytical skills, attention to detail and experience of complex problem solving, with the ability to make objective judgements based on management information and market intelligence	X	
Excellent influencing and negotiation skills with the ability to gain agreement and commitment from others across the organisation, customers and external stakeholders	X	
Excellent interpersonal and presentation skills, with the ability to communicate clearly and build a compelling business case	X	
Ability to work at a senior level and to work with and influence Boards		X
Other		
Able to undertake travel and to be mobile across the UK and	X	

internationally as required.		
Able to work autonomously with high self-motivation, resilience and confidence	X	

Job Description Completion

Name	David Higham
Job title	Managing Director
Department	SFJ Awards
Date	23 rd September 2024

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment. This role is subject to a criminal record check via the Disclosure and Barring Service.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others.
- Adhere to the Equal Opportunities policy.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work.
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety, and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin, and health, amongst other things, is referred to as 'sensitive personal data'.

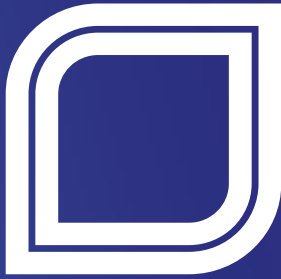
The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if

access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade, or profession, either directly or indirectly in any capacity whatsoever.



The Workforce Development Trust

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Skills for
Health

Skills for
Justice


SFJ
Awards

People **1st**
International