



Technical Education and Training (TET) Quality Assurance Manager

Closing Date: Wednesday 12 June at Midday

Expected Interview Date: Week commencing 24th June

Recruitment Reference:

HES/24/111

Starting Salary:

£39,768

Salary Range:

£39,768 - £45,693

Pay Band:

Band D

Directorate:

Cultural Assets

Location:

The Engine Shed,
Stirling

Line Manager:

Programme & Quality
Assurance Manager
(currently being recruited)

Contract Type:

Permanent, full-time

Working Hours:

35 hours per week

Thank you for your interest in the post of Technical Education and Training (TET) Quality Assurance Manager, with Historic Environment Scotland. This is a full time, permanent and pensionable appointment based at the Engine Shed, Stirling reporting to the Programme & Quality Assurance Manager.

Your role as Quality Assurance Manager will be to lead, coordinate and logistically support accredited training carried out by the TET Department online and in its three training centres - the Elgin Skills Centre, Stirling Skills Centre, and the Engine Shed in Stirling. You will be responsible for establishing and maintaining a system of Quality Assurance operational standards and setting standard practices and processes. These practices and processes extend to ensuring there is a robust management information/data gathering mechanism in place.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education, and environmental protection. We are at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance and their associated collections. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared, and enjoyed with pride by everyone.

Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected, and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

Technical Education & Training (TET), part of the Cultural Assets Directorate (CA), provides leadership in the sector in championing knowledge, skills, and materials as being key to sustaining Scotland's cultural heritage assets. We expand our collective knowledge and expertise through research and applied projects that set standards and provide learning outcomes. We are innovative in outlook and approach, and embrace the opportunities provided by digital technology, whilst using our traditions to provide solutions to today's problems. We enable better stewardship through sharing our knowledge, skills and expertise through training, education, outreach & engagement, and through learning with and from others.

TET is a multidisciplinary team that delivers across four areas of operation: Vocational Training Programmes, Academic Training Programmes, Training and Qualification Development and Programme Management and Quality Assurance. The TET team has a wide-ranging offering which is continually expanding to support the needs of a diverse audience.

As well as being Scotland's dedicated building conservation centre, the Engine Shed is an SQA (Scottish Qualifications Association) and NOCN (National Open College Network) approved training centre and many of the qualifications we offer are accredited through these awarding bodies (for example Level 3 Award in Energy Efficiency Measures for Older and Traditional Buildings; Diploma in Planning, Surveying and Recording the Condition of Built Assets for Conservation; Modern Apprenticeship in Stonemasonry). As Quality Assurance Manager you will be responsible for working with colleagues across the team to ensure the necessary quality assurance systems, resources, processes, practices, and policies are in place and adhered to in line with the relevant awarding body's requirements. You will also be responsible for working with our delivery partners, including Construction Industry Training Board (CITB), Forth Valley College and ensuring our provider obligations are met and we maximise on partnership opportunities.

You will line manage the Programme Delivery Officer and together you will lead, coordinate, and logistically support the delivery of accredited training throughout the learner journey whether online or onsite at one of our three training centres.

This is a newly created post in recognition of our expanding portfolio of accredited training. We are looking to enhance our existing suite of approved documentation, implement robust management information; replace manual processes with fit for purpose systems and build

our student support services. This is an exciting time to join the team. The role would suit a highly motivated, highly organised, professional, and outgoing individual with excellent networking and influencing skills. We are looking someone who has great attention to detail and who strives to deliver excellent customer service and continually improve.

Key responsibilities, duties, and objectives

The postholder will be the named and responsible Quality Assurance personnel for our approved centre status with SQA and NOCN and as such they must ensure that:

- 'Quality Assurance' is managed effectively, and documented processes are implemented, reviewed, and continuously improved.
- The centre's policies are documented, implemented, and monitored.
- Policies and procedures are version controlled, made available to staff and current versions of documents are being used at all times.
- The centre's procedures for supplying complete, current, and accurate information to the awarding bodies for the purposes of registration, entries and certification must be documented, implemented, and monitored.
- The centre's internal assessment and verification procedures are documented, implemented, and monitored.
- The centre's external assessment procedures must be documented, implemented, and monitored to meet the qualification, SQA and other awarding body requirements.

In conjunction with teaching staff, ensure that:

- Candidates are supported and guided through the qualifications for which they are entered.
- Student support needs are addressed, and reasonable adjustment requests are considered, processed, and signed off.
- Learner progress is monitored, captured, and communicated to relevant parties.
- Mechanisms are present to capture and liaise with others over learner attendance and related funding requirements.
- We capture and report on learner retention and withdrawals.
- We promote positive learner behaviour.
- We plan and support learner recruitment, registration (includes gathering information for the purpose of assessor checking suitability), enrolment and induction, and related activities.
- We support the grievance, complaints, appeals and disciplinary processes as outlined in the relevant policies.
- All staff working on certificated courses complete a minimum of 20 hours (or stipulated hours as per awarding body guidance for the award) CPD. Staff CPD records, CVs and certificates are filed, stored securely, and presented to awarding body, when requested.
- All staff are taken through the induction process before course delivery and refreshers undertaken when required.

And must also:

- Participate in development, delivery, and standardisation meetings, where required.
- Result students on SQA Connect or equivalent once internal verification activity is complete.

- Prepare, present evidence for and participate in internal quality assurance and external verification visits and address actions from the resulting reports
- Prepare and present management information
- Procure and develop systems such as Learner Management System.
- Build a student support function

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:

- Delivering excellent service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (see below for specific criteria)

Management Competencies:

- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task - Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Knowledge and understanding of the quality assurance process and procedures required to deliver accredited training and educational activity across the Scottish Credit and Qualifications Framework and other educational frameworks
- Relevant experience in the setting and implementing of operational standards within an educational or skills training related context
- Experience of setting up and maintaining work programmes and project management
- Experience of creating and maintaining business relationships
- Strong communication and interpersonal skills
- Proven ability to provide excellent levels of customer service and demonstrate understanding of its importance in delivering operational objectives and maintaining and enhancing the strategic value of HES to its partners.
- Demonstrate ability to see synergies, opportunities, and challenge thinking, to foster innovation, whilst working with others in a collaborative manner.
- Demonstrate ability to provide leadership and enable effective teamwork.

Desirable requirements:

- Experience of working with a senior management to develop and deliver systems across a multidisciplinary environment
- Experience of interacting with stakeholders and strategic partners and establishing good operational and working relationships with them

- Knowledge of the Historic Environment Sector and the strategic skills issues it faces
- People management
- Budget management
- Knowledge of the skills landscape within Scotland, and within the built environment/heritage sector
- Experience of event and/or training delivery

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

We are looking for you to complete a statement of competence looking at the essential and desirable requirements of this role. Guidance on completing a statement of competence can be found in the 'Statement of Competence Guidance' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Lesley Cadger, Head of Technical Education & Training by email at: lesley.cadger@hes.scot

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic Language Plan we welcome applications from Gaelic speakers.

Human Resources
Historic Environment Scotland