

Job Description:
Logistics qualifications quality assurer

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| Function:  | Sodexo Justice Services |
| Position:  | Internal Quality Assurer (IQA) |
| Job holder:  | Education Manager |
| Date: | October 2023 |
| Immediate manager  | Team Leaders |
| Additional reporting line to:  | Head of Education, Skills and Work |
| Position location:  | HMP Forest Bank |
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| 1. Purpose of the Job  |
| The education and skills function sits at the very heart of the prison. The role of the IAQ is to ensure that the vocational skills department runs smoothly and effectively by dealing with daily operational issues, whilst also ensuring good prisoner behaviour management. The IQA will need to have a solution focused approach that will enable the department to deal with many complex issues such as timetabling and quality assurance of courses in vocational areas, as well being able to analyse sets of data and the inputting complex data on the Curious and CMS systems. The IQA will need to be creative with the design and delivery of courses and have a Growth mindset that seeks to improve performance and drive delivery. The IQA will need to have a very good knowledge of vocational skills delivery in all areas of the establishment and further develop courses in those areas. |
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| 2. Organisation chart. |
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| **3. Context and main issues**  |
| * Support the Education Manager and the Head of Education, Skills and Work to take the Education department forward in improving the quality of provision whilst ensuring the service delivery targets are met each year.
* The focus of the department is to provide education opportunities that will enable the residents to gain skills and competences that will assist them to return to the community without re-offending.
* Line manage the team and be accountable for leading, managing and developing the quality of subjects in the vocational curriculum areas.
* Manage and deploy the assessors/tutors and physical resources within the department effectively to support the department, ensuring that quality is not compromised.
* Ensure the provision of an appropriately broad, balanced, relevant, and differentiated curriculum for learners studying within the department and across the establishment.
* Assist with monitoring, reporting and interpreting on qualification and performance data each month.
* Lead on curriculum reviews, lesson observations, to ensure quality maintains a priority.
* Organise and lead relevant CPD for staff to further enhance the quality of provision.
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| 4. Main assignments  |
| * Develop and review syllabuses, resources, schemes of work, marking policies, assessment, teaching and learning strategies in the department.
* Oversee the day-to-day management, control, and operation of staff and physical resources.
* Actively monitor and follow up learner attendance and progress through analysing and evaluating performance data and taking appropriate follow-up action.
* Be accountable for the development and delivery of the vocational curriculum, ensuring that quality is maintained.
* To keep up to date with and respond to national developments in the subject areas, teaching practice and methodology and train staff during CPD.
* Work with the Education Manager to ensure that staff development needs are identified and then acted upon.
* Comply with all assessment recording and reporting systems to ensure that qualifications are completed and awarded in good time.
* Take the role of IQA to ensure the Standardisation of courses and uphold quality assurance within the department.
* Sample assessors work and conduct Standardisation meetings to ensure that the provision is compliant in upholding quality assurance practices.
* Liaise with awarding bodies and external verifiers and arrange moderation visits where necessary.
* Participate in the interview process for assessor posts and ensure effective induction of new staff.
* Establish the processes of setting targets within the department and to work towards their achievement.
* Contribute to the department procedures for lesson observations.
* Ensure excellent communication.
* Effectively plan courses and lessons by preparing and using schemes of work and lesson plans for all courses for the benefit of the learner and for evidence of inspection/lesson observations..
* Assist in any marketing strategies related to vocational courses within normal work hours
* Monitor take-up of taught courses and employ strategies to increase take-up to ensure maximum attendance.
* Work with regime delivery staff to integrate skills and qualifications into vocational areas where prisoners do not feel confident in attending classroom-based courses.
* Establish a rapport with prisoners to encourage them to take their first steps in learning and achieve a recognised qualification.
* Meet agreed prison targets which will be identified in your PDR and reviewed regularly throughout the year.
* Undertake duties as required by the Head of Education, Skills and Work or Director that will contribute to the effective operation of HMP Forest Bank.
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| 5. Accountabilities  |
| * Take an active part to ensure that the department runs smoothly each day, dealing with requests for information from both students and colleagues.
* Be compliant to ensure that all relevant paperwork is being completed by staff.
* Ensure the identified number of learners are retained and achieve the recognised qualifications being delivered.
* Ensure service delivery targets are met each year.
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| 6. Person Specification  |
| Essential * TAQA level 3 or equivalent
* Occupational experience in a logistics environment
* To have an interest in the rehabilitation and resettlement of offenders.
* To have an ability to communicate effectively at all times through different mediums, including spoken and written communication.
* Supervisory Experience in an Education setting.
* Knowledge of assessment processes and awarding bodies.
* Effective organisational skills including the ability to prioritise and meet deadlines.
* Flexibility to undertake a range of very different tasks.

Desirable* Experience of teaching or working with disadvantaged groups or in a young offender or prison environment.
* TAQA level 4 or equivalent and experience of taking the role of internal verifier.
* To have a teaching qualification.
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| 8. Competencies  |
| Growth, Client & Customer Satisfaction / Quality of Services providedInnovation and ChangeLearning & DevelopmentBrand Notoriety |

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| 9. Management Approval  |
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| Version | Version 1 | Date  | 05/10/23 |
| Document Owner | Brian McWilliam, Education Team Leader |

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| 10. Employee Approval  |
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| Employee Name |  | Date |  |

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