

## **Job Description**

**Job Title:** Assistant Quality Manager- Study Programme  
**Responsible to:** Quality Improvement Manager

### **Overall purpose of role:**

To support implementation of the quality improvement strategy and annual quality plans and develop the quality of the Study Programme primarily and contributing to the SEP Apprenticeship. Reporting to the Quality Improvement Manager, you will carry out Quality Visits, developmental lesson observations and provide support in ensuring all quality assurance related activities are carried out and evaluated. This involves developing quality assurance processes to improve provision, provide a high-quality service to learners, apprentices, clubs, community club organisations (CCOs) and tutors/education partners, and strive to meet the high expectations of LFE, the ESFA, and Ofsted's Education Inspection Framework (EIF).

### **Key tasks and responsibilities:**

#### **1. Meetings**

- Attend Quality Improvement Group (QIG) including providing feedback on findings from quality processes.
- Attend Quality of Teaching, Learning and Assessment (QTLA) Meetings. Provide feedback on findings from any Quality Visits, learning walks and developmental observations carried out and identified areas for improvement.
- Support the Quality Improvement Manager in full staff meetings, LFE conferences and events, including producing and delivering presentations and training sessions as required.

#### **2. Quality Visits and Observations**

- Arrange and conduct Quality Visits and lesson observations (eg: including BTEC, NCFE, Functional Skills and GCSE) as required. Provide developmental feedback to tutors, CCO staff, club staff, education partner staff and LFE Regional Officers (ROs).
- Where separate/standalone developmental observations are required, liaise with ROs and tutors to make arrangements. Confirm arrangements with the Quality Improvement Officer (QIO) to ensure the standard notification email is sent to the tutor, line manager and RO (as required).
- Write Quality Visit and developmental observation reports, including any identified action points and/or recommendations to further improve. Evaluate these activities and report the findings and any themes to the Quality Improvement Manager, and to National Curriculum Leads (NCL) where appropriate.
- Complete lesson observation and Quality Visit moderation reports, as required.

#### **3. Learner Journey Observations**

Conduct the following learner journey developmental activities, as required:

- Support CCO learner progress reviews.
- Apprenticeship (as agreed): club parents' evening induction presentations, initial assessment interviews, club inductions and apprentice progress reviews.

- Provide feedback to ROs and club/CCO staff, produce and send developmental observation reports to observees and their line managers and summarising outcomes as required.
- Conduct Personal Development Programme learning walks, provide developmental feedback to the tutor/facilitator. Produce brief summary session reports to identify positive aspects and any areas for further improvement.

#### **4. Internal Audits**

- Conduct apprentice and learner progress review audits and any other internal audits as required. Provide feedback and short audit reports for individual ROs and summary evaluative feedback analysis for the Quality Improvement Manager, QIG and staff meetings, as required.
- Use audit results to help develop the apprentice and learner progress reviews process and related support documentation, policy and procedures, including identifying examples of good practice.

#### **5. Stakeholder Feedback**

- Following the Stakeholder Feedback Matrix (SFM) timelines, liaise with the QIO and appropriate 'lead' staff to ensure the survey questions provide qualitative feedback. Produce draft feedback evaluation reports, liaise with 'lead' staff to agree action points and circulate to the QIG for approval. Specifically responsible for Study Programme feedback evaluation reports.
- Promptly check the feedback analysis for all SFM activities for any comments that may require bringing to the immediate attention of the Quality Improvement Manager before they can be sent to the relevant ROs and lead staff.

#### **6. Policies, Strategies and Procedures**

- Lead on allocated Study Programme policy and procedures in conjunction with relevant 'lead' staff to produce annually reviewed and updated versions for submission to the QIG for approval.

#### **7. Other Requirements**

- Contribute as appropriate to the business planning process, operational & development plans, the QIG, SAR, DAP and other strategic and operational issues.
- Be familiar with and prepared to embrace LFE's Mission and Vision.
- Attend LFE staff meetings at Head Office in Preston or agreed other locations as required.
- LFE is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.
- LFE is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff to share this commitment and promote the welfare of these groups.
- Fully engage with the LFE appraisal process ensuring that:
  - training and development objectives are identified and ensuring best endeavours are made to achieve them
  - job performance targets are identified, and best endeavours are made to achieve them

**Date of Issue:** February 2025

**Person Specification  
Assistant Quality Manager**

	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Education</b> Degree or equivalent qualification in sport/sports-related Recognised teaching qualification (PGCE / QTS or equivalent) Recognised management qualification Recent CPD evidence (within last year)	X X  X	  X X	Application
<b>Knowledge and Experience of:</b> The football or sport industry Working and/or teaching in FE Management experience Internal Quality Assurance/Quality Improvement Processes Education Inspection Framework and Ofsted Inspection Provision of CPD SEP Standard	 X X X X X	X   X	Application + Interview
<b>Awareness of, and commitment to:</b> Government Funding Personal Development Equality, Diversity and Inclusion Safeguarding Health and Safety	X X X X X		Application + Interview
<b>Skills</b> Excellent verbal and written communication skills, including report-writing Excellent interpersonal and presentation skills Keen attention to detail Able to work productively with staff at all levels both internally and externally Contribute effectively in meetings Lesson/session observation and feedback skills Ability to manage problems assertively, supportively and with appropriate empathy Effective workload planning and prioritising Completer-finisher skills IT-literate (Microsoft OneDrive/Outlook/Word/Excel/Teams)	 X X X  X X X X X X X		Application + Interview
<b>Personal aptitudes and requirements</b> Effective team player Able to use initiative Enthusiasm Conscientious Reliability Flexibility Sensitivity/confidentiality Car Driver with current driving licence Ability to work from home	X X X X X X X X X		Application + Interview