Quality Manager

About the Role

This role is to lead the development and implementation of continuous improvement processes, quality assurance standards and procedures across Careers and Employability Services (CES) for all student, alumni and employer facing services. This role will significantly contribute to the planning and development of Careers and Employability Services to support student employability and career progression, retention, and satisfaction, with a focus on ensuring the ongoing improvement of services.

Located in Milton Keynes, Nottingham or Manchester, the role is part of the university-wide Careers and Employability Services.

Key Responsibilities

Lead responsibility for the development, implementation and on going maintenance of quality assurance standards and procedures across CES, including student facing services (one-to-one and one-to-many) and services to employers. This includes the research of good practice, making recommendations, applying Matrix quality standards, professional standards and aligning with internal processes.

Lead the development of internal and external policy development related to quality standards and delivery of CES for different aspects of the CES operating model. Working with stakeholders from CES, across the University and outside the university e.g. AGCAS. Lead contact for Matrix assessment for CES and other quality reporting requirements.

Support the evaluation and continuous improvement of service delivery across CES working with CES colleagues, including senior managers, to identify areas for improvement and development opportunities from operational metrics, qualitative management information, insight and student feedback.

Actively engage with the identification of continuous improvement opportunities through planning and monitoring service delivery across CES. Working with line managers and the Learning and Professional Development Manager to identify and develop appropriate action to address agreed areas for improvement and ensure smooth service delivery.

Take responsibility for own personal development, including OU processes, policies and regulations, higher education careers and employability issues. Have a flexible approach to daily demands and adapt to work priorities as necessary and undertake other appropriate work requested.
**Skills and Experience**

Either:
- A background in quality enhancement with demonstrated knowledge/experience of information, advice and guidance provision (preferably within the field of careers and employability).

Or:
- A background in information, advice and guidance (preferably within the field of careers and employability) with demonstrated knowledge/experience of quality enhancement work.

Highly developed interpersonal skills, including oral, and written communication skills, with the ability to communicate complex information to a range of audiences. Liaison, networking, negotiation and team working.

Good planning and organisational skills, including the ability to work autonomously and manage high volumes and complex tasks.

Strong attention to detail with a focus on consistency and accuracy, combined with the ability to apply good judgement and sensitivity in complex situations and creatively resolve complex issues.

Ability to analyse and develop data, processes, roles and responsibilities to guide and inform significant continuous improvement to services and respond to change.

Experience of developing and implementing change, continuous improvement, new or improved processes, standards or procedures whilst having an understanding of the sensitivities of applying these to complex processes in a professional environment.

Awareness of the HE sector, including the needs of part time learners, the issues affecting student retention and progression and understanding how careers guidance helps students to realise their life and career ambitions.

Ability to work within and across a range of locations and virtual teams.

A degree or equivalent qualification or relevant quality assurance qualification.
Confident computer skills sufficient to use IT systems and web resources effectively.

**Desirable experience and qualifications**

A qualification or undertaken training in the Careers Education, Information, Advice and Guidance (CEIAG) field

Membership of the Chartered Quality institute.

Experience or knowledge of project management or business analysis techniques.