

# EDGE Operations and Quality Assurance Manager

## Job Description

### Position overview

<b>Department</b>	Experiential Digital Global Education (EDGE); Innovation Unit (London)
<b>Location</b>	Devon House, London & Remote Based (Hybrid role)
<b>Term</b>	Full-time; Permanent
<b>Salary</b>	£45,000 - £55,000 per annum, depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	ASAP / April 2023

Northeastern University (NU) London wishes to appoint an Operations and Quality Assurance Manager to be responsible for managing the day-to-day operation of the EDGE Department (London), ensuring adherence to external compliance requirements, internal and external procedures, and the enforcing of policy. As part of the wider EDGE team, you will also be involved in strategic planning for the Unit and will work with key colleagues to co-ordinate and continuously improve the development and delivery of EDGE's portfolio of Degree Apprenticeships, online degrees and other non-degree, non-credit bearing offerings. Responsibilities will include managing all aspects of programme administration, planning, organising, and ensuring a smooth and effective operation in line with the Unit's governance and contractual obligations, including Education and Skills Funding Agency (ESFA) and Department for Education (DfE) contracts. You will play a key role in communications across EDGE and the wider University to ensure quality standards are met, to implement process improvements and to increase operational efficiency.

The role is suitable for remote working, provided the appointee is able to attend the campus for face-to-face work when required.

### Duties and Responsibilities

- Plan the delivery of EDGE programmes and contracts, ensuring that delivery of apprenticeship programmes in particular meet the contractual requirements of the ESFA
- Develop programme and contract evaluation frameworks, with awareness for regulatory compliance strategies, to assess the strengths of programmes and contracts
- Monitor programme activities on a regular basis and conduct an annual evaluation according to the programme evaluation framework
- Report programme evaluation findings as appropriate and make recommendations for future improvement. This will include evaluation of risks identified and taking appropriate action to mitigate where possible
- Facilitate any internal or external review of EDGE (London) and its projects/programmes, including co-ordinating the timely collection of data, information and KPIs as may required
- Develop and maintain management systems and procedures of programmes and projects in line with individual audit and reporting regulations
- Ensure adequate processes are in place for the recruitment and onboarding of learners, ensuring compliance requirements are met throughout these stages
- Responsible for the set-up and administration of Learner Management System records to display and track ILPs and support ESFA ILR returns
- Provision of training to users of the Learner Management System (internal and external)
- Work in collaboration with the EDGE Contracts and Compliance Manager to ensure that any information needed to enable the issue and update of required documentation is readily available when required
- Ensure that apprenticeship records are set up appropriately on ESFA systems
- Responsible for the timely update of learner records within all appropriate systems when a change of circumstance occurs e.g., ABIL, withdrawal, change of employer, and ensuring all necessary parties are aware
- Work in collaboration with the wider EDGE team and external stakeholders to facilitate End Point Assessments (EPA)
- Manage the collection of data and reporting for Course/Programme Assessment Boards ensuring that approved results and any requirement for resit are processed in a timely

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manner. This includes the consideration and processing of any extenuating circumstances, working with the EDGE Business Relations Manager

- Co-manage the ESFA funding contract with the EDGE Financial Planning and Resources Manager, ensuring the complexities and conditions of this funding are sufficiently managed and processed through the ILR
- Work in collaboration with the EDGE Financial Planning and Resources Manager to ensure that any information needed to enable the claiming of funds from, or issue of payment to, other parties is readily available when required
- Develop appropriate workflows and communication across the EDGE team to ensure a smooth operation with a goal of end-customer satisfaction – ensuring a team understanding of any issues and knowing clear routes to resolution
- Close liaison and collaborative working with key administrative staff within EDGE London and EDGE Boston teams and with cross-functional support teams at the NU London – ensuring a solid support network, consistency of approach wherever possible, and provision of relevant business information as may be required
- Any other duties commensurate with the level of responsibility of this post in support of the Director of Apprenticeships, for which the post holder has the necessary experience and/or training

## About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. The University continues to grow further expanding its student cohort, courses, network and opportunities. students year on year, further expanding its courses, network and opportunities.

### **About EDGE**

EDGE (Experiential, Digital, Global, Education) is dedicated to designing and delivering work-related learning throughout the UK and internationally. The EDGE team primarily

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work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The EDGE team currently delivers a growing portfolio of work-related learning aligned to digital transformation, data science, artificial intelligence, and project management.

### **Person specification criteria (essential / desirable)**

- Honours degree or equivalent professional or vocational qualification and/or extensive relevant senior administration experience [E]
- Experienced in direct line management or supervision of staff [E]
- Knowledge and hands on experience of managing the administrative requirements of apprenticeship programmes including programme development and evaluation, ideally within Higher Education or within Further Education [E]
- Experience or knowledge of managing End Point Assessment processes, ideally in the context of Integrated Degree Apprenticeships [D]
- Experience of managing audit, compliance, and other reporting requirements [E]
- Experience in the use of database and management information systems, with an ability to create records, and to extract and report information as required [E]
- Ability to understand, analyse and interpret complex data and business information, being able to do so in a strategic way and (as may be required) be able to summarise, report and communicate clearly to a wide range of stakeholders, including non-specialists [D]
- Experience in dealing with numerous partners and external stakeholders, including central government and auditors, with an ability to quickly understand stakeholder concerns, and work flexibility to incorporate solutions that continue to meet internal and external goals and compliance requirements [E]
- Strong project management capabilities with excellent organisation and time management skills, demonstrating an ability to work flexibly and to deadlines while maintaining a high level of accuracy and attention to detail [E]
- Excellent communication skills (verbal and written) [E]

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- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [E]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [E]
- Able to work without close supervision and with autonomy but also collaboratively as a team member, being flexible and adaptable, and with a willingness to embrace change [E]
- Resilient, with a can-do attitude and an ability to remain calm and measured under pressure [E]
- Competent in the use of IT, especially MS Office [E]
- Willingness and capacity to undertake continuous professional development [E]

## Application process

Applications should be made via [this link](#) by 20:00 on the **24<sup>th</sup> of March 2023**. Please reference your application “**EOQAM0223**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Interview is expected between the **4th and 5th of April 2023**.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.