**JOB DESCRIPTION**

**JOB TITLE: DEPUTY HEAD OF ACCESS TO HE**

Reporting to: Head of Access to HE

Salary: £36K

Responsible for: Supporting the activities related to Regulation and Quality Assurance of the Access to HE Diploma (Diploma)

**JOB PURPOSE**

To support the Head of Access to HE in the management and development of an effective and efficient Access to Higher Education (Access) provision within a secure, compliant and confidential environment.

To support the Head of Access to HE in the management, development and maintenance of Diplomas and resources.

To provide assistance and advice to stakeholders of the Access Validating Agency (AVA), including the AVA team, Responsible Officer for Access to HE, centres, Higher Education Institutions (HEIs), external contractors and Trustees on the Diploma, its related products, and service development opportunities.

**MAIN DUTIES AND RESPONSIBILITIES**

1. To support the management of the AVA business plan and related operational activities, including those to meet the demands of the responsibilities to the Quality Assurance Agency (QAA) licensing scheme, including the Diploma Specification.
2. To support the planning and day-to-day management of the AVA team activities, including but not limited to delivering operations and qualification maintenance to meet QAA and AVA requirements and objectives.
3. To contribute to the planning and co-ordination of all Access related committees/panels/standardisation/moderation activities.
4. To provide efficient and effective customer support services and be one of the primary points of contact for internal and external colleagues in the context of Access/AVA/QAA.
5. Provide information, advice and guidance, in conjunction with relevant internal and external stakeholders, to inform decisions for Access to HE development requests.
6. To contribute to the management of risk and evaluation of systems, to identify and implement operational improvements, where appropriate, on a continuous improvement basis.
7. To contribute to the monitoring of an annual budget across areas of responsibility for income and direct costs, liaising with the Head of Access to HE, the Director of Awarding Services and the finance team as required.
8. To contribute and support the Continuous Professional Development (CPD) and capacity building within the AVA Team.
9. To maintain, develop and monitor good customer relations across Centres, Higher Education Institutions, Sub-contractors, the AVA Team and other departments across the Skills and Education Group (Group).
10. To work with the Customer Relationship Team to grow new business and support centres to transfer their Access to HE Diplomas to Skills and Education Group Access.
11. To support the Responsible Officer for the AVA to ensure that management information and compliance returns to QAA are submitted accurately and timely.
12. To ensure that Access to HE Diplomas remain recognised by QAA, HEIs and appropriate funding organisations.
13. To report as required to the Head of Access to HE, in writing, including performance against KPI's and compliance.
14. To support the AVA and the Group in representing the company at external agencies’, QAA meetings and seminars.
15. To ensure policies, processes and procedures are reviewed and amended in light of recommendations, including those from internal audits, self-assessment and stakeholder feedback.
16. To support the recruitment, training, development, quality assurance and capacity of Access to HE sub-contractors.
17. To ensure that all systems and procedures meet QAA requirements for continued licensing as an AVA, whilst allowing for customers of the wider Group to experience a seamless customer experience.
18. To contribute to the planning and delivery of scheduled and bespoke CPD events for centres.

The above mentioned duties are neither exclusive nor exhaustive. The post- holder may be required to carry out such other appropriate duties as may be determined by the Head of Access to HE or senior executives within the Group.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of the Group.

**OTHER DUTIES**

1. To ensure awareness of and compliance with all health and safety requirements, taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.
2. To exercise proper care in operating, handling and safeguarding any equipment and appliances provided and issued by the Group for individual or collective use in the performance of duties.
3. To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods.
4. To participate in the Group’s appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company’s strategic objectives.
5. To uphold and promote the Group’s Equal Opportunities and Diversity policies and practices.
6. To present an appropriate professional image on AVA and/or Group business.

**TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by the Skills & Education Group.

March 2021