

JOB DESCRIPTION

Access to HE Operations Manager

Salary: £37,700
Reporting to: Head of Access to HE
Responsible for: Senior Access to HE Officer
Access to HE Officers

Job Purpose:

Effectively support the Head of Access to HE in day-to-day operational management and support of the Access to HE functions, including management of the team.

Ensure regulatory compliance with QAA's licensing criteria is maintained at all times, and any complaints or issues are dealt with in an effective and timely manner.

Provide effective and efficient administrative processes in order to provide Centres with the best possible customer service and experience.

Duties and Responsibilities:

1. Manage, support, and develop the Access to HE operations team ensuring efficiency and ongoing improvement of operations:
 - Manage the Access to HE operations team to manage workloads and ensure individual and team functions, standards and objectives are met.
 - Undertake staff performance management, support, and development in line with organisation policies and processes.
 - Maintain an overview of quality assurance, registration and certification and product development systems to ensure effectiveness and encourage innovation and improvement where possible.
 - Report on a regular basis to the Head of Access on general updates, risks and mitigation, and developments.
2. Manage and develop Access to HE team functions ensuring a high level of customer service to both internal and external customers:
 - Manage the delivery of a high level of customer service to Access centres, Skills and Education Group staff and other stakeholders through the regular monitoring and enhancement of systems, procedures, information, and guidance in line with expectations and identified needs.

- Manage the administration of Access to HE events and stakeholder activities, including student engagement.
3. Manage efficient and effective administrative support for centre approval, monitoring, and moderation processes:
- Manage the implementation, monitoring, review, and development of the following administrative processes in line with expectations, identified needs and regulatory requirements:
 - a) Centre onboarding: application, approval, recognition and approval to run Diplomas
 - b) Centre risk monitoring
 - c) Centre training and support
 - d) Moderation activities
 - e) Moderator recruitment, allocation, training and development and performance management.
4. Manage efficient and effective administrative support for Access to HE product development, review, and modification processes:
- Manage the implementation, monitoring, review and development of the following administrative processes and systems in line with expectations, identified needs and regulatory requirements:
 - a) Diploma development and validation
 - b) Diploma review, revalidation, and modification
 - c) Unit development, review, and modification.
5. Manage an efficient, effective service to Access to HE Centres for the registration and certification of learners:
- Manage the implementation, monitoring, review and development of the following operational procedures and administrative processes and systems in line with agreed service standards and statutory and regulatory requirements:
 - a) processing of learner data, ensuring this is accurately recorded, securely stored, up to date, accessible and processed within service standards, regulatory and statutory requirements, and data protection legislation.
 - b) registration of learners on Access to HE diplomas and units.
 - c) awarding and certification of Access to HE diplomas and units.
 - d) processing of requests and applications for credit transfer, late registrations, RPL, referrals, certificate amendments, replacement certificates and any other facility related to registration and awards.

6. Support the Head of Access in ensuring ongoing compliance with QAA regulatory requirements and awareness of advisory and developmental opportunities as required and appropriate to role:
 - Attend QAA meetings as required
 - Read and respond to QAA communications
 - Disseminate, plan and implement changes to QAA requirements
 - Ensure the capability of database systems to meet reporting requirements
 - Support the preparation of documentation and arrangements for governance meetings as required
 - Support the process of compiling regulatory submissions through the planning, provision and review of Access data and information as required.
7. Support the Head of Access to HE in managing complaints, appeals and investigations:
 - Support the Access to HE Complaints and Appeals processes to enable a full investigation, record and response within agreed service standards
 - Contribute to investigations into suspected malpractice and maladministration ensuring any potential adverse effects are minimised.

The above duties are not exclusive or exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Head of Access to HE.

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

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 Skills and Education 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 Company'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 Company's Equal Opportunities and Diversity policies and practices.

6. To present an appropriate professional image on official Company business.
7. To actively champion and promote the Group's charitable objectives and mission in the role you undertake.

Terms and conditions:

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