



**National
Examining
Board for
Dental Nurses**

Job Description

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|-------------------------|---|
| Job Title: | Head of Operations, Standards and Quality |
| Accountable To: | Chief Executive |
| Accountable For: | Quality Manager, Business Operations Manager (Support), Business Operations Manager (Assessment) |
| Location: | Preston with some nationwide travel |

All NEBDN employees are expected to contribute to the vision of the charity:

‘To be the leading provider supporting excellence in Dental Nurse education and development in the UK’

Our Strategy

- Qualifications – innovative, diverse and appropriate for the needs of the profession
- People – training and development for staff and associates
- I.T- invest in strengthening and developing our technology
- Engagement – improve stakeholder communications and promote profession
- Quality – continuous review and improvement to provide accredited high standards

Our Mission

To deliver a Dental workforce to meet the changing oral health needs of the UK population

Our Values

- Listen
- Integrity
- Collaborative
- Progressive
- Professional

As a member of the senior management team, the Head of Operations, Standards and Quality will further develop our vision and mission and ensure all employees and volunteers are well motivated and supported to achieve them.

NEBDN employees are all expected to subscribe to the organisation’s Standards of Performance. The Head of Operations, Standards and Quality is a key owner of our values and standards of performance and is responsible for helping to ensure they support a positive and dynamic culture at NEBDN.



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Job Purpose

As a member of the Senior Management Team, oversee the operational delivery of NEBDN's core education and examinations. Develop and implement an innovative quality assurance framework which ensures that all the charity's services are delivered to a consistently high standard. Ensure NEBDN's reputation is protected through compliance with regulatory and legal frameworks. Take the lead on key strategic projects when required.

Key Accountabilities

Strategy, Planning and Control

1. Contribute to the development of the Board's strategic plan, and work with the Senior Team to develop NEBDN's business plan to delivery NEBDN's strategic goals
2. Develop and ensure the effective delivery of operational plans to deliver the business plan objectives relevant to own area of work, with a specific focus on education and examinations.
3. Develop and put in place a key performance indicator framework for own areas of responsibility which provides evidence of the positive impact of the charity's work. Report to Board on KPI outcomes and recommendations.
4. Write and present reports and papers to meetings of the Board and its committee meetings, based on through research and analysis with clear recommendations for the most appropriate course of action.

Financial Management

1. Oversee the Delivery, Standards and Quality team budgets, manage expenditure and ensure that income and expenditure is within business plan targets. Contribute to the overall effective financial management of the charity.
2. Ensure the risk management strategy and framework are effectively utilised to support achievement of business plan objectives and robust financial and strategic management.
3. Put in place and manage a clear and appropriate pricing structures for existing and new products, in order that the charity provides value for money whilst achieving income targets.
4. Ensure that services and goods are procured with appropriate financial agreements. Ensure that appropriate contractual arrangements are applied and enforced so that any issues are dealt with consistently and effectively.

Quality Assurance



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1. Using best practice models, oversee the formulation and implementation of a robust quality assurance framework covering all NEBDN's activities, with the aim of achieving consistently high standards of service at all times.
2. Implement a set of educational standards which support NEBDN's reputation as a leader in its field. Ensure that all NEBDN team members and course providers are fully aware of the standards and how they should be achieved.
3. Ensure course provider quality is closely monitored against established standards. Ensure a programme of monitoring and feedback for providers is in place, linked to continuous improvement plans.
4. Put in place and ensure delivery of a proactive audit programme which reinforces, standards, and identifies and addresses any problems at an early stage.
5. Devise and implement a customer service strategy, which identifies candidate and course provider journey, key touch points, and how the customer experience can be enhanced to the best possible level of satisfaction.
6. Seek and analyse customer feedback, in order to recognise strengths and identify areas for improvement in the organisation's products, services and engagement with stakeholders.

Operational Service Delivery

1. Directly manage staff and be responsible for all work assigned to the team.
2. Take day to day responsibility for operational decisions within own area of responsibility.
3. Set plans, targets, deadlines and standards for the delivery of NEBDN's day to day services under own area of responsibility. Ensure all team members are aware of these and are equipped and prepared to achieve them.
4. Map all key business processes and identify improvements so that the service operates as efficiently as possible and duplication and mistakes are minimised.
5. As new products and services are developed, ensure that operational teams are ready and equipped to deliver them to the required standard and have all the information they need to do so.
6. Ensure that robust and innovative curricula, assessment and examination strategies and processes are in place so that the charity delivers its services in the most efficient and effective way possible.
7. Ensure that NEBDN has robust standards, systems and processes which mean that qualifications and assessments support the delivery of high quality learning and assessment by accredited course providers, by providing effective inspection, monitoring, quality control and advice.



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8. Establish and consistently operate robust sanctions to address non-compliance and maintain quality assurance of course providers.
9. Be the first point of contact for any serious complaints, ensure the complaints process is followed; that thorough investigations are carried out and that appropriate remedial action is taken.
10. Draft reports providing summary of progress with objectives and operational activities for CEO and Board.

Governance and Compliance

1. Ensure that all activities comply with the requirement of the GDC's education standards and Ofqual Conditions, compile monitoring reports and host periodic regulatory inspections.
2. Take the lead on achieving recognition by ensuring compliance with accreditation standards through active monitoring, continuous improvement, and ensuring robust policies and procedures are in place for the approval and monitoring of course providers, in order to ensure the quality of learning and assessment.
3. Work positively and transparently with the Chief Executive and Board of Trustees, so that they are kept well informed and appraised of any issues as soon as they arise.
4. Work effectively with both Governance Committee and Education and Standards Committee.
5. Ensure at all times that Board operates within statutory and corporate approved frameworks, requirements and guidelines.
6. Take the lead in maintaining and developing the charity's relationship with the GDC, Ofqual and other regulatory and compliance agencies and partners.
7. Be responsible for risk management for own areas of responsibility, ensuring it is reviewed to take account of changes in the business and its operating environment. Ensure risks and mitigation factors are reported to Board at required timescales.
8. Monitor the external environment for any changes in regulation and the law so that NEBDN can respond effectively. Be aware of best practice and other developments in the dental sector and ensure they inform NEBDN's quality and business development activities.
9. Ensure that NEBDN has in place an appropriate and robust policy framework to support legal and regulatory compliance.

Leadership



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1. As a member of the Senior Management Team, take collective responsibility for leading the charity and act as a positive role model for team members.
2. Build effective and trusting working relationships with and supporting other SMT members so that united and consistent leadership is provided.
3. Provide effective leadership to the Operations, Standards and Quality team, ensuring that appropriate guidance is provided, and operational targets agreed and achieved. Work effectively across team/departmental boundaries.
4. Deputise for the CEO when required.
5. Support the development of a positive organisational culture which attracts high quality staff and volunteers and motivates them to provide the best possible service to the charity's beneficiaries linked to a set of core values which generate a sense of pride in the charity's work and reflect the standards required of employees.
6. Take the lead on key strategic projects, and ensure they are delivered on plan and on time and that outcomes are appropriately evaluated.
7. Support and encourage all team members to perform at their best, by seeking feedback, and putting in place personal development and other strategies.
8. Ensure that change is effectively and positively managed so that the charity is able to overcome any barriers and capitalise on new opportunities.
9. Carry out structured and motivational appraisals for direct reports and ensure they do the same with their team members.
10. Address performance management issues effectively and proactively, ensuring appropriate guidance and support is provided to enable improvements to be achieved. When required, utilise formal procedures fairly, consistently and effectively.
11. Ensure the charity meets and where possible exceeds its obligations under equalities legislation.
12. Ensure the charity meets its legal health and safety responsibilities and takes a proactive approach to managing employee health and well-being, including minimising work-related stress.

General requirements

1. Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of NEBDN in accordance with the Standards of Performance and Conduct.
2. Seek to continuously improve in all aspects of the job role in order that the charity delivers the best possible service.



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3. Positively participate in internal/external meetings and training.
4. Positively participate in regular one to ones and annual appraisals.
5. Ensure that all NEBDN's policies and procedures are adhered to at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as a positive ambassador for the charity at all times. Represent NEBDN at national meetings and events and ensure the charity is promoted and ahead of national changes to the profession.
8. Undertake any other duties that may be reasonably required from time to time.
9. Acknowledging the need for professional sharing of information with relevant parties, maintain strict confidentiality of information conveyed to them by the Chief Executive, Trustees, beneficiaries, staff and external organisations.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may make any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's role.



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Person Specification

| Post: Head of Operations, Standards and Quality | | |
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| Criteria | Essential or Desirable | Method of Identification |
| Qualifications: | | |
| Degree and/or equivalent professional experience in a similar role | Essential | Application |
| Management qualification | Desirable | Application |
| Evidence of commitment to own and others' continuing professional development | Essential | Application |
| Proven Experience: | | |
| Relevant senior experience in a charity, not for profit or educational setting or in a commercial organisation | Essential | Application/Interview |
| Experience of quality assurance ideally in an education/assessment setting | Essential | Application/Interview |
| Tangible experience of leading successful teams and managing change | Essential | Application/Interview |
| Experience of working with Boards, advising and guiding robust decision making | Desirable | Application/Interview |
| Experience of budget management and monitoring income and expenditure | Essential | Application/Interview |
| Experience of risk strategy and management in a charity, not for profit or commercial setting | Desirable | Application/Interview |
| Experience of service improvement techniques | Essential | Application/Interview |
| Experience of working with curricula, examination and assessment strategies and plans | Desirable | Application/Interview |
| Experience of overseeing the development and implementation of customer service strategies and operational delivery plans | Essential | Application/Interview |
| Experience of effectively utilising KPI frameworks | Essential | Application/Interview |



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| Knowledge, Skills and Abilities: | | |
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| Able to 'think on feet' and respond to challenge situations whilst also taking a measured approach when required | Essential | Interview |
| Knowledge of governance, policy and statutory requirements | Essential | Interview |
| Good networking skills – able to credibly represent the charity at the most senior level | Essential | Interview |
| Excellent communication skills at all levels | Essential | Interview |
| Personal presence and presentation skills, able to represent the organisation professionally | Essential | Interview |
| Good financial management skills | Essential | Interview/assessment |
| Excellent organisational skills and ability to prioritise multiple tasks | Essential | Interview/assessment |
| Able to effectively and appropriately execute strategic plans and projects | Essential | Interview |
| Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point | Essential | Application Form/Interview |
| Able to effectively lead and motivate a team | Essential | Application Form/Interview/assessment |
| Innovative – able to assess and capitalise on NEBDN's current capacity and future potential | Essential | Interview/assessment |
| Ambition and ability to reinforce the highest standards of service delivery | Essential | Interview/assessment |
| Understanding of regulatory and legal obligations affecting NEBDN | Essential | Interview/assessment |



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| Behaviours: | | |
| High standards of personal ethics and integrity | Essential | Interview/assessment |
| Personal qualities of self-belief, self-awareness, self-management | Essential | Interview/assessment |
| A genuine desire for service excellence and continuous improvement | Essential | Interview/assessment |
| Ability to achieve success through people – holding to account, empowering, influencing and collaborative working | Essential | Interview/assessment |
| Displays emotional intelligence linked to sound judgement and decision making | Essential | Interview/assessment |
| Personal credibility and ability to influence, inspire and motivate proactively. | Essential | Interview/assessment |
| Other Attributes: | | |
| Full driving licence | Desirable | Application |
| Able and willing to travel on business when required including overnight stays | Essential | Application |
| Able to be flexible in hours of work when required according to charity requirements | Essential | Application |
| Empathy with NEBDN's aims and objectives | Desirable | Interview |