



## Qualification Development Manager

### Job Description

Closing date 2 October 2020

#### Summary

The Qualification Manager is responsible for the lifecycle and management of our qualifications. They are responsible for the development of new qualifications and ensuring they fulfil Ofqual requirements and are aligned to General Dental Council and other regulatory body guidelines where appropriate. They are responsible for the regular review and adjustment of current qualifications, and will liaise with committees, subject experts and other stakeholders in order to maintain currency of content. They are responsible for the management of question writers, and for the maintenance of the question banks, and will also oversee the development of qualification resources. The Qualification Development Manager will also lead on the development of an NEBDN Apprenticeship offer.

#### Job Specification

<b>Job Title:</b>	<b>Qualification Development Manager</b>
<b>Accountable To:</b>	<b>Head of Strategy &amp; Innovation</b>
<b>Location:</b>	<b>Home based with ability to attend meetings at Preston Head Office</b>

#### Our Objects

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

**To improve the education and training of dental nurses to enable skill, safety, and operational excellence to be achieved, meeting the high standards set by the charity for the benefit of both the general public and the dental profession**

#### Our Values

NEBDN employees are all expected to subscribe to the organisation's Standards of Performance.

#### Purpose of the Post

The Qualification Development Manager reports directly to the Head of Strategy & Innovation and is responsible for review and development of all qualifications and assessment processes ensuring compliance with regulators and NEBDN procedures at all times.

#### Key Responsibilities

1. Project manage the product development, qualification regulation requirements and review processes relating to the validity and reliability of regulated qualifications.



2. Design and develop the qualifications and assessment models in collaboration with the Chief External Examiners, Advisors and Educational Standards Committee.
3. Ensure all qualifications are compliant with regulations and meet the needs of centres and learners in accordance with Ofqual and GDC guidance.
4. Manage and use feedback mechanisms with key stakeholders and external bodies to continually improve products and services, evidencing the validity cycle.
5. Manage the process for the development of new qualifications/products and the programme for review of existing qualifications, updating where appropriate and highlighting relevant risk
6. Work effectively and efficiently with team members, other departments and associated contractors to ensure we deliver a good customer experience, achieve product revenue targets and meet the requirements of NEBDNs' Strategic Plan.
7. Plan, co-ordinate, monitor and support the development of qualifications, assessments, products, and services projects. Including the supervision of those who are being utilised in the development activity to ensure they complete their element of the project or work on time, in the most cost-effective way and in line with agreed ways of working, reporting all risks and assurances to the Head of Operations, Quality & Standards.
8. Identify and recruit subject/technical experts with a range of skills appropriate for the development of qualifications, assessments, product, and services, ensuring sufficient human, financial and infrastructure resources are made available.
9. Proactively identify and take forward opportunities for the development of new qualifications, product, and services for use in the UK through market research and in response to customer local, regional and national agendas or requests from centres or other stakeholders.
10. Prepare, develop, and present business proposals that accurately reflect the collective views of the customer, the income and necessary expenditure and show clearly established development timelines, stakeholder engagement/buy-in and approval.
11. Facilitate the production of assessment materials and awarding organisation guidance for Course Providers
12. Collaborate with the Business Operations Manager (Assessment) to adopt an innovative approach to ensure new products and assessments are delivered using digitally enabled learning and assessment technologies.
13. Championing the portfolio, skills, and attributes of NEBDN representing the company at internal and external meetings, events and conferences to strengthen existing credibility, reputation through effective relationships with stakeholders.



14. Awareness of policies and initiatives relevant to product development in areas of responsibility.
15. Prepare Funding Agency applications for new qualifications.
16. Design, produce and distribute qualification related data reports as required.
17. Assist the wider NEBDN team with any appropriate duties.

### **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.
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.



### Person Specification

<b>Post: Qualification Development Manager</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<p><b>Qualifications:</b></p> <p>Equivalent professional experience in a similar role – minimum 2 years</p>	Essential	Application
<p><b>Proven Experience:</b></p> <p>Relevant experience in an educational setting or in a commercial organisation</p> <p>Relevant experience of working in an Ofqual regulated Awarding organisation</p> <p>Experience of continuous review and development of qualifications</p> <p>Experience of research and implementation of assessment strategies</p> <p>Experience of feedback mechanisms to gain information from key stakeholders</p> <p>Experience of market research to determine qualification development opportunities</p> <p>Experience of introducing and embedding new qualifications across an organisation</p> <p>Experience of producing reports and information on request</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p><b>Knowledge, Skills and Abilities:</b></p> <p>Able to ‘think on feet’ and respond to challenging situations whilst also taking a measured approach when required</p> <p>Ability to build effective working relationships with internal and external stakeholders to work collaboratively to achieve objectives.</p> <p>Excellent written and verbal communication skills and ability to represent the organisation professionally</p> <p>The ability to effectively manage a varied workload whilst maintaining high standards of accuracy</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Interview</p> <p>Application/Interview</p>



Excellent organisational skills and ability to prioritise multiple tasks	Essential	Application/Interview
Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point	Essential	Application/Interview
Ambition and ability to reinforce the highest standards of service delivery	Essential	Application
Understanding of data protection standards (GDPR)	Essential	Application
Understanding of regulatory and legal obligations affecting NEBDN	Desirable	Application/Interview
<b>Behaviours:</b>		
High standards of personal ethics, honesty and integrity	Essential	Application/Interview
A genuine desire for service excellence and continuous improvement	Essential	Application/Interview
High levels of attention to detail and understanding of the important of accuracy in finance	Essential	Application/Interview
Self-motivated and ability to work independently when required	Essential	Application/Interview
<b>Other Attributes:</b>		
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



### **Employment Offer**

NEBDN aims to be an employer of choice, and we provide a great working environment and the opportunity to work as part of a dedicated team.

**Salary:** £30k per annum FTE, £18k pro rata, according to skills and experience.

**Location:** Home based with ability to attend meetings as required at NEBDN, First Floor, Quayside Court, Chain Caul Way, Preston PR2 2ZP. There is free on-site parking.

**Hours of Work:** 21 hours per week. (Flexibility to increase hours in first 6 months to support project work)

**Annual Leave:** 25 days per year pro rata plus 8 bank holidays

**Pension:** NEBDN will contribute the equivalent of 10% of your salary to the pension scheme