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| **Role Title** | Deputy Responsible Officer/Head of Responsible Officer’s Office |
| **Business Unit**  | COO, Awarding Organisation  |
| **Reports to** | Executive Director, Awarding Organisation and Responsible Officer  |
| **Full / Part Time** | Full time |
| **Grade**  | Head of Function |
| **Location** | London |
| **Created/Updated by**  | Beth Black/Zoe Kirk  |
| **Created/Updated on**  | November 2023 |
| *Everything we do contributes to achieving our purpose:* *Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.*

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| **Our values** |

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do. To be successful in your role here at the City & Guilds Group, it’s important that your values align with ours.  |
| **Your mission** |

Your role will be to set up a new division that is about administering and supporting the end to end execution of the Responsible Officer accountabilities and all other areas of regulation, compliance, technical standards, research and governance that are required of the Awarding Organisation. You will have oversight of, advise on and monitor the compliance of the organisation.

In this role you will be responsible for directing and leading regulatory strategy and responses in collaboration with the AO Executive team, in particular the Executive Director, Awarding Organisation. You will also support the Executive Director, AO when advising the Group CEO and Group Executive Team on key regulatory matters.

You will have the gravitas, experience, reputation and knowledge to influence and engage at the highest levels within regulators, senior civil servants and also at Ministerial level in Government.

You will lead the regulation and compliance, audit, technical standards and contract management teams and will work collaboratively with the rest of the awarding organisation, the COO business unit and wider C&G risk and regulation teams.

You will work with the Executive Director, AO, AO Executive team and senior members of the COO to ensure the smooth running of the business and setting the strategy and direction of the business. You will influence stakeholders internally and externally at the highest level to ensure City & Guilds strategy is implemented across all the countries we operate in and that we meet our regulatory obligations.

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| **What you’ll be doing** |

**High Quality Products**

* In this role you will be responsible for the oversight and management of strategically important government contracts such as T Levels and Qualifications Wales from development through to delivery.

**Assessment and Operational Excellence**

* Support the Executive Director in their role as the authoritative contact for all regulatory activities undertaken, ensuring compliance with regulatory criteria in relation to the development, delivery and awarding of qualifications and their standards and matters which may affect public confidence.

**Regulation and Compliance**

* Represent City & Guilds’ interests when communicating with regulators, providing clear rationales for action taken and strongly challenging where appropriate.
* Accountable for relationship management with Contracting Authorities, DfE and other relevant stakeholders; building and maintaining positive relationships with Senior Representatives, to influence and aid with negotiation and decision making that reflects positively on City & Guilds
* Accountable for Contract Delivery Governance, such as executive management, escalations, risk and issues management and decision-making
* Advise the Group CEO and Executive Director of AO the appropriate courses of action relating to regulator
* Be accountable to deliver the annual self-assessment and the Statement of Compliance and other returns to regulators (or similar organisations) ensuring the Governing Body are fully informed regarding those returns and approve them.
* Direct and sign off all regulatory responses to consultations, letters, information requests, data returns and malpractice allegations received by any of the regulators
* Oversee regulator incident reporting where there is cause to believe an incident has occurred or could occur that could have an adverse effect, signing off any communications
* Provide confirmation to the business that products and services meet regulatory requirements through the implementation of a strategy and activities to confirm products and services are regulatory compliant
* Accountable for oversight of the management of access arrangements and appeals
* Contribute to CGLI’s ongoing development and maintenance of its own quality and standards and their alignment with regulatory requirements
* Promote the profile of CGLI through FAB and other appropriate bodies as necessary

**Transformation**

* Lead and sponsor the AO Governance workstream until this can be fully operationalised and embedded in the AO and within the AO operating model as it develops
* Champion and support transformation and continuous improvements within the directorate and within objectives and success measures of the team
* Contribute to the governance, oversight and delivery of the AO transformation

Leadership and Culture

* Lead the teams in the Responsible Officer directorate with oversight of all learner and centre malpractice management and maintenance of ongoing regulatory relationships
* Drive awareness across CGLI of the necessity for regulatory compliance, the roles of regulators, the regulatory action they can take and how this can be avoided.
* Hold the organisation to account on its regulatory compliance, strongly challenging where approaches taken may not guarantee compliance with regulatory criteria, suggesting improvements to be made and in particular influencing the AO Executive and Group Technology to prioritise actions to keep event notifications made to a regulator to a minimum.

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| **How success will be measured** |

Clear objectives and measures will be agreed as part of the City & Guilds Honest Conversations process, but by way of example:

* Continually living by our values
* C&G is seen as the exemplary AO in the industry.
* Positive feedback from the regulators relating to C&G’s engagement with them
* Regulatory compliance maintained and regulatory requests and actions managed as necessary
* Regulatory relationships clearly established and further developed e.g. through quarterly meetings
* Statement of Compliance and self-assessment annual reports signed off on time
* Incidents reported in a timely manner where there has been/could be an adverse effect
* Year on rear reduction in event notifications made to regulators
* Malpractice cases managed effectively
* Development and engagement of business and own teams to support compliance agenda
* Own teams have agreed objectives and PDPs linked to HCs
* Exec team kept fully informed and engaged with regulatory matters through regular reporting
* Quarterly reporting through committees to assure them of ongoing compliance as necessary supported by SoC and self-assessment activities

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| **What we’re looking for** |

**We can’t live without…**

* Experience – and a proven track record – of acting in a senior regulatory and compliance role
* Experience in and knowledge of the vocational education and training sector.
* A strategic thinker who amongst other things can comment and plan for regulation and government education policy changes in vocational and technical education
* Working knowledge of the policy and regulatory landscape of C&G’s qualifications and assessments.
* Demonstrates expert knowledge, understanding and experience of the UK and international regulatory landscape.
* Highly developed leadership skills, including: negotiation skills, experience of improving culture, managing and motivating teams and, driving staff development and retention.
* The ability to represent the organisation with gravitas and credibility at the highest level with key stakeholders and to have challenging conversations where necessary.
* Customer-focussed thinking that considers the real impact decisions could have in a delivery environment.

**We would love you to have…**

* Experience of working closely with UK regulators, understanding their requirements and established relationships with those stakeholders
* Internal audit management
* Risk and incident management
* Experience of conducting difficult investigations into matters associated with non-compliance
* Financial, budgetary and cost-control experience
* Clear communication, reporting, negotiation and influencing skills
* An understanding of what constitutes assessment validity
* Experience of a range of sectors.

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| **Your career with the City & Guilds Group** |

The City & Guilds Group is a dynamic organisation presenting opportunities for development and growth. You will have the opportunity to participate in exciting Group programmes should you wish. As a member of the Senior Leadership Team you will have support with developing your leadership skills as part of an ongoing development programme. Individual development requirements will be discussed as part of the appraisal process.