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| **Role Title** | Director of Qualifications  |
| **Reports to** | Executive Director of Awarding Organisation and Responsible Officer |
| **No. of direct reports** | 4+ (Directorate of over 200 FTE) |
| **Full / Part Time** | Full Time |
| **Grade**  | HOF |
| **Location** | London |
| **Created/Updated by**  | Beth Black and Zoe Kirk |
| **Created/Updated on**  | October 2023 |
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| **Our values** |

Our values **Inspire**, **Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.  |
| **Job Summary** |

The Director of Qualifications assumes a critical role in overseeing, developing, and maintaining the qualifications framework within the Awarding Organisation. This position requires substantial experience in assessment methodologies, awarding organisation collaboration, and a strong understanding of vocational and general qualification contexts. Your primary objective will be to strategically align qualifications with customer and industry needs, educational standards, and regulatory requirements.

Your primary responsibility will be to ensure our over 1500 qualifications, assessments and related services are developed to meet our customer and market requirements, are of a high quality and rigour, are delivered error free, issued accurately and on time.

You will lead the teams responsible for the development of our qualifications, the production of assessment materials, managing the quality of marking, moderation and verification and on-time delivery of exam results. You will be accountable for ensuring secure awarding outcomes and that all our products meet the technical standards required. Accountable for the development, reform and assessment of all qualifications. Development of new qualifications to meet regulatory and government requirements. Leadership of the teams and associates responsible to produce test papers, managing the quality of marking, moderation and verification and on-time delivery of exam results.

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| **What you’ll be doing**  |

**Key Responsibilities:**

**High Quality Products**

* Develop and implement a comprehensive strategy for qualifications that aligns with industry demands and evolving educational standards.
* Manage relationships with awarding organisations, ensuring compliance with their standards and procedures for both vocational and general qualifications.
* Lead the design and development of qualification programs, ensuring alignment with regulatory standards, awarding organisation guidelines, and learners' needs.
* Collaborate closely with internal stakeholders, educational partners, industry bodies, and accrediting agencies to enhance the reputation and relevance of qualifications in vocational and general contexts. Builds strong relationships across the Group to understand the operational challenges and growth opportunities.

**Assessment and Operational Excellence**

* Apply deep understanding and experience in assessment methodologies to oversee the design of rigorous, effective assessment processes aligned with awarding organisation requirements.
* Establish and maintain robust quality assurance processes to uphold the credibility and high standards of qualifications.
* You will work with the Operational Delivery directorate and associate management team to ensure the efficient and effective engagement and management of our associates, continually reviewing how best to manage a large contingent workforce for the successful delivery of the awarding organisation.

**Transformation**

* Lead and sponsor the relevant AO workstreams that impact on the production of our qualifications.
* 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.

**Regulation and Compliance**

* To ensure that all the activities in the directorate are undertaken in accordance with the General Conditions of Recognition or in-country Rules published from time to time by the various UK and International Regulators.
* To provide the necessary leadership, specialist expertise and strategic direction to ensure City&Guilds products and associated assessments are delivered efficiently and effectively to City&Guilds customers and are fully compliant with UK and international rules.
* Contribute to CGLI’s ongoing development and maintenance of its own quality and standards and their alignment with regulatory requirements.

Leadership and Culture

* Lead the teams in the directorate driving a culture of operational excellence, innovation and business improvement.
* Lead and mentor the operational team, providing guidance on operational excellence, compliance and regulatory requirements.
* Collaborate with various departments within the Awarding Organisation, the wider Operational and Technology directorate and our customer facing teams.

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| **What we’re looking for** |

**We can’t live without…**

* Extensive experience in curriculum design, education management, assessment methodologies, and collaborating with awarding organisations for vocational and general qualifications.
* Proven leadership skills in strategic planning, team management, and executing educational initiatives.
* Demonstrated expertise in assessment methodologies, ensuring validity, reliability, and fairness in assessment design and implementation.
* In-depth understanding of educational trends, accreditation standards, and the evolving landscape of vocational and general qualifications.
* Exceptional communication skills to engage with diverse stakeholders, articulate visions, and represent the organisation effectively.
* Proficiency in accreditation processes and familiarity with digital learning technologies for qualification programs.
* Adaptability to navigate the rapidly evolving educational and awarding organisation landscapes.
* Visionary leader passionate about education, innovation, and maintaining alignment with industry demands.
* Analytical mindset focused on continuous improvement, strategic planning, and effective decision-making in complex educational environments involving assessment and awarding organisations.
* Highly developed leadership skills, including negotiation skills, experience of improving culture, managing and motivating teams and driving staff development and retention.

**We would love you to have:**

* 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.