

As one of the leading colleges in the UK, with significant strengths in health and social care, engineering, creative industries, construction, catering and digital, Northampton College is an inspiring place to work.

Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our organisation stronger. Why not join our dedicated team as a **Quality Improvement Assistant?**

Job Title	Quality Improvement Assistant
Ref No.	ME2425042
Department	Quality
Reporting to	Assistant Principal - Teaching, Learning and Quality
Location	Northampton, Booth Lane Campus
Salary	<p>In the range of £25,798 - £28,513 per annum for full time roles, salary pro-rated for part time roles</p> <p>Starting salaries will normally be aligned with the first point in the grade for the role. Only in exceptional circumstances, as determined by the College, will appointment to a higher point be considered. If you have any queries regarding the College's policy on this, please contact the recruitment team prior to submitting your application.</p>
Hours	37 hours per week, 52 weeks per year. We would also consider applications for part time contracts.
Contract Type	Permanent

We are committed to the safeguarding and welfare of all our students, we follow safer recruitment statutory guidance (Keeping Children Safe in Education).

If you are successful, you will be required to complete thorough pre-employment checks, including an enhanced DBS check and satisfactory references. All applicants must have the right to work in the UK at the time of application, as the College does not hold a sponsorship license.

REWARDS AND BENEFITS

As well as a great salary and friendly team you will also receive:

- ▶ 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- ▶ Discounts through membership of the NUS and Blue Light Card - ranging from Amazon Prime to eating out, fashion, beauty, entertainment and more.
- ▶ Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 25.40%)
- ▶ Access to continued professional development
- ▶ Free parking and access to electric vehicle charging
- ▶ Multi gym and sports hall
- ▶ Confidential Employee Assistance Programme, offering a confidential phone line, a website and a downloadable app
- ▶ Access to the College's Wellbeing Hub
- ▶ Enhanced family friendly policies
- ▶ Generous sick pay and compassionate leave scheme
- ▶ Discounted hairdressing and beauty therapy treatments in our training salons (The Salon NC).



Job Description

Role Purpose

To support the Quality Team in developing and implementing all aspects of quality improvement and related activities. To support internal and external quality processes designed to oversee and improve quality across the College.

Main Duties and Responsibilities

1. To coordinate and facilitate the formal teaching and learning observations, in addition to providing administrative support for various quality assurance processes, including learning walks, and matters raised through relevant policies, including compliments and complaints.
2. To support internal quality reviews through the scheduling of activity and collating of information.
3. To support external quality audit and review processes. For example, through collating of information, scheduling meetings and liaising with stakeholders.
4. To conduct quality audits and reviews to provide feedback on a range of the College's quality processes.
5. To administrate and produce reports related to stakeholder feedback, for example the student on-programme survey.
6. To perform general administration duties within the Quality Team, including dealing with enquiries from internal and external stakeholders, planning, scheduling and minuting meetings, and generating standard letters and reports.
7. To work with the Quality Improvement and Professional Development Assistant to ensure that all Quality Team administrative activity is completed in a timely manner.
8. To provide administration support to teams associated with the Quality Team. For example, the Maths and English Development and Quality Managers.
9. To review data to extract relevant information to inform reports for senior managers and governors.
10. To generate a range of presentation materials ensuring they are appropriate for the topic and audience.
11. To carry out examination invigilation duties as required.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> English and maths GCSE grade C/4 or above/willingness to obtain, or equivalent skill level 	
Knowledge	<ul style="list-style-type: none"> Understanding of, and commitment to, the principles of equity, inclusion and belonging Understanding of the principles of safeguarding young people and vulnerable adults in an educational setting Understanding of the principles of data protection 	
Skills	<ul style="list-style-type: none"> Ability to effectively communicate in writing, verbally, and through active listening with a diverse group of colleagues, students and stakeholders Ability to use a range of Information Technology (IT)/Information Communication Technology (ICT) systems, including Microsoft Word, Excel, and Outlook Ability to manage and prioritise multiple tasks through to completion within prescribed deadlines High levels of attention to detail and accuracy Ability to provide a responsive and professional level of customer service at all times Ability to carry out basic analysis of data, collate and present information in an appropriate format 	
Experience	<ul style="list-style-type: none"> Experience of working in an administration role Experience of delivering high quality customer service 	
Attributes	<ul style="list-style-type: none"> Strong work ethic: exhibits dedication and diligence in carrying out responsibilities with a commitment to excellence Collegiate: works well within a team environment, cultivating a collaborative and cooperative approach Enthusiastic and innovative: displays a positive attitude and creative mindset, contributing fresh ideas and solutions Adaptability and reliability: adapts easily to changing situations and is dependable in fulfilling commitments Priorities the needs of the team, customer, and the organisation High degree of integrity and honesty Empathetic: demonstrates thoughtfulness towards others Resilience: able to recover from setbacks quickly Self-motivated: demonstrates initiative, positivity, and a proactive approach Positive role model for students 	

GENERAL

You will be required to undertake such other duties appropriate to the grade and nature of the work as may reasonably be required of you. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Your duties will be set out in this job description but please note that the College reserves the right to update your job description from time to time to reflect changes in, or to, your job.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description. You will be consulted about any proposed changes via either collective or individual consultation.

You will be required to have a flexible approach to work, working outside your normal working pattern when reasonably required to do so, including, for example to support College open events. You will have the ability to travel effectively, for example to other College campuses.

You will be required to ensure all safeguarding and student welfare duties and responsibilities are fully met and that you adhere to the relevant College policies and procedures.

You will be required to participate in the College's Employee Performance and Development process and to undertake any professional development activity/training required.

You will be required to fulfil your health and safety responsibilities for your own health and wellbeing and that of others within the College.

