

Job Summary

Quality and Standards Co-ordinator



South Yorkshire
POLICE

Service: Organisational Development and Learning
Reporting to: Apprenticeships and Quality Manager

Grade: D
Location: Robert Dyson House

Salary: £25,380 - £29,064
Hours: 37

Your contribution

This role designs, delivers and manages/ co-ordinates frameworks that support learning and development quality and standards. This is a critical role in ensuring that learning environments, curriculums and delivery frameworks meet relevant standards and regulations (including those set by external bodies) are of the highest quality, and are supported by all relevant policies, guidance and handbooks.

Key accountabilities

- Use an evidence-based approach to translate learning and development delivery quality and curriculum standards/ requirements into relevant policies, processes and frameworks.
- Work with key stakeholders and partners to ensure a joined up approach to quality and standards that meets organisational and learner needs, developing standardised templates, processes and resources where required.
- Research, design, develop and deliver policies and frameworks that are capable of meeting individual, organisational and external body quality and standards with available resources and within specified timescales.
- Manage key policies, processes, frameworks and schemes that underpin effective learning and development delivery, co-ordinating activity and ensuring they meet business outcomes.
- Work with partners and practitioners across the business to ensure that frameworks and processes are fit for purpose and operate effectively.

Our values

VALUES

All roles are expected to know, understand and act with ethics and values:

Impartiality

Shows impartiality throughout all dealings with colleagues, partners and members of the public.

Integrity

Understands and reinforces expectations of professional behaviour and openly recognises good or bad performance. Maintains highest levels of professionalism, making sure to always uphold values and ethical standards of the police service.

Public Service

Acts in the interest of the public, first and foremost. Shows resilience and takes personal responsibility for delivering the best possible outcomes for the public.

Transparency

Transparent in the actions, decisions and communications with colleagues and the public. Honest and open in interactions and decision-making.

- Act as a trusted advisor to colleagues across the business, keeping people up-to-date about developments in curriculums, quality and standards, and changes in practices and frameworks.
- Act as a coach and mentor to colleagues, sharing own specialist knowledge and supporting the CPD of others, including the development of those involved in training delivery and assessment.
- Engage in evidence-based research, and keep abreast of advances and best practice in the management of quality and standards such as curriculum design, assessment and evaluation and national/ external guidelines.
- Evaluate practices and frameworks to inform development and continuous improvement.
- Be a visible role model; consistently demonstrate professional principles and personal integrity and promoting CPD.

Skills

- Able to identify and engage effectively with key stakeholders and to take appropriate steps to understand their needs and concerns.
- Able to undertake research and identify relevant evidence-base to support scheme/ framework development and/ or make proposals about the most appropriate actions.
- Understands and applies best practices in designing, developing and adapting policies, frameworks and processes and associated resources and communicating these to key stakeholders.
- Skilled at co-ordinating activity with multiple stakeholders and across different business areas – ensuring processes and activities run smoothly and effectively.
- Able to identify opportunities and threats, and act to implement change quickly by implementing assessment and accreditation schemes/ frameworks/ processes.

Our Competencies

The Competency and Values Framework (CVF) has 6 competencies that are clustered into three groups. This role should be operating, or working towards, the following levels:

Resolute, compassionate and committed
Emotionally Aware - Level 2
Takes Ownership - Level 2

Inclusive, enabling and visionary Leadership
Works Collaboratively – Level 1
Delivers, supports and Inspires – Level 2

Intelligent, creative and informed policing
Analyses Critically – Level 2
Innovative and open-minded – Level 2

Education and Experience

- Experienced in curriculum management/design/ development.
- Experienced in managing frameworks/ practices relating to learning and development quality processes such as evaluation.
- Experienced in learning and development delivery, minimum level 4 Certificate in Education and Training.

Continuing Professional Development (CPD)

- Maintain competence in own area of subject matter expertise, including knowledge and understanding of current best practice and underpinning academic theory.
- Participate in networking opportunities, reflecting on practice and sharing learning with peers in order to inform and improve policy, processes and practice.

- Able to take a measured approach to risk, ensuring practicality and flexibility in approach, seeking opportunities to be innovative and ensuring practices are accessible and achievable for our stakeholders.
- Able to use own initiative to research and plan activity, including the associated financial, people and materials resourcing requirements.
- Able to create and follow project plans, and to identify and mitigate risks to delivery.
- Able to review own performance objectively and to develop and follow an appropriate personal development plan.
- Champion innovation and improvement by maintaining and enhancing knowledge and understanding of new approaches to learning and development quality/ curriculums identified through evidence based research and environmental scanning. Testing and integrating new approaches.

Conditions of Role

All Roles:

- Some weekend and evening work may be required to support organisational need(s).
- Work at locations other than Robert Dyson House (with the exception of Receptionists) will be required.
- Working hours and pattern will be agreed in conjunction with the team manager to ensure that core hours are covered.

The following additional conditions also apply:

Performance and Support Team:

- Visibility and presence will be required across all POD sites to ensure that an effective service is delivered across all departments.
- Core hours to be covered at Robert Dyson House will be from 7.45am to 6.00pm Monday to Friday. This will be subject to confirmation and ongoing review with the team manager.

All Delivery Roles (Including Trainers):

- Staff must have the ability to travel across the South Yorkshire area and outside of force as required.
- Whilst each delivery area is defined according to a core function or lead area, trainers are expected to work across teams and provide resilience to support other areas as required by organisational need.

