

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	January 2024

*Everything we do contributes to achieving our purpose:
 Helping people, organisations and economies develop their skills for growth. This
 purpose drives everything we do.*

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 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.

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 areas of regulation, compliance, technical standards, research, micro-policy and governance that are required of the Awarding Organisation. You will have oversight of, advise on and monitor the compliance of the organisation. Additionally, you will be the key senior point of contact in relation to key contracts with Ifate and QW and others.

In this role you will be responsible for directing and leading regulatory strategy and responses in collaboration with the AO senior leadership team, and 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, operational research and 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 qualifications and services we offer in all the countries we operate

in such that our qualifications and services are high quality and we meet our regulatory obligations.

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 and risk management

- Represent City & Guilds' interests when communicating with regulators, acting on behalf of the Responsible Officer as required and helping to fulfil regulatory expectations, support strong positive relationships with regulators
- 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 regulators
- Oversee regulatory incident reporting where there is cause to believe an incident has occurred or could occur that could have an adverse effect, signing off communications as appropriate, and oversee and embed stronger processes around ensuring avoidance of similar incidents.
- Provide confirmation to the business that products and services meet regulatory requirements through the implementation of a strategy
- Be accountable for oversight of the management of access arrangements, malpractice, special consideration and appeals
- Play a lead role in CGLI's ongoing development and maintenance of its own quality and standards and their alignment with regulatory requirements
- Promote the profile of CGLI through JCQ, FAB and other appropriate bodies as necessary and work with these organisations to influence common policy positions in the qualifications landscape and how awarding organisations work together

- Lead on and implement ways of working to maximise our cross organisational impact on work with eg JCQ and FAB
- Lead, design, embed the AO approach around operational and strategic risk identification and management, working alongside central risk management teams,

Transformation

- Continue to oversee and embed new a AO Governance structure and ensure it evolves to continue to meet the needs of the AO and wider organisation
- 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.

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 year 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

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 and making strategic calls on how this impacts on implementation choices
- 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 qualifications 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.

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.