

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	February 2024

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 technical 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 to provide valid and reliable results that can be issued efficiently and on time. You will be accountable for ensuring secure awarding outcomes and that all our products meet the technical standards required. Accountable for the development, maintenance, assessment and quality assurance of all our assessments and 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.

What you'll be doing

High Quality Products

- Develop and implement a comprehensive strategy to ensure our live and developing qualifications are high quality which promote rich learning experiences, and which provide valid, reliable and trustworthy results.
- Promote a growth mindset culture of assessment expertise within the directorate, leading with personal credibility and gravitas. You will be a strategic, visible and inspiring advocate for shaping future qualifications and assessments.
- Lead the design and development of qualification programs, ensuring alignment with regulatory standards, awarding organisation guidelines, and learners' needs.
- Collaborate closely with internal and external stakeholders, educational partners, industry bodies, and accrediting agencies to enhance and drive forward the reputation and relevance of C&G qualifications in vocational and technical contexts. Build 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.
- Maintain and enhance robust quality assurance processes to uphold the credibility and high standards of qualifications and to maintain confidence in our qualifications.
- You will work collaboratively with the Operations 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 relate to the production of our assessments and 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 regulatory requirements in in-country rules and industry standards and expectations.
- 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.
- Work closely with regulators to ensure C&G's secure understanding of the regulatory landscape and to influence where relevant.

Leadership and Culture

- Lead the teams in the directorate driving a culture of technical assessment expertise, operational excellence, innovation and business improvement.

- Collaborate with various departments within the Awarding Organisation, the wider Operational and Technology directorate and our customer facing teams.

What we're looking for

We can't live without...

- Extensive experience in curriculum design, education management, assessment and quality assurance methodologies
- 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.
- Adaptability and innovation to navigate the rapidly evolving vocational, technical and broader educational and regulatory 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 and influencing skills, experience of improving culture, managing and motivating large 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.
- Customer-focussed thinking that considers the real impact decisions have in a delivery environment.