



Imperial Society of Teachers of Dancing

Job Profile - Head of Quality Assurance

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

We are looking for a Head of Quality Assurance to oversee the Quality Assurance department.

The job's focus is to ensure the certification of qualifications, assessment activities and approval of Centres meets the relevant quality, regulatory and service standards.

This role will report directly to the Director of Examinations and provides support in ensuring the regulatory compliance of the Society.

Key Responsibilities:

In addition to working closely with the Director of Examinations, the Head of Quality Assurance will be responsible for the following areas.

- Oversee the operational management of the Quality Assurance department to ensure the timely and efficient processing of results and certifications in compliance with the regulatory requirements, including the maintenance of accurate data and records.
- Oversee the quality assurance processes for the approval and monitoring of Approved Dance Centers (ADC) delivering the ISTD regulated teaching qualifications in accordance with the regulatory requirements, including management of ISTD inspectors, and providing support, updates and training to Approved Dance Centers (ADC).
- Oversee the assessment processes for the ISTD regulated teaching qualifications including recruitment and standardisation of Assessors/Moderators, the marking of



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assessments, external moderation of Approved Dance Centres (ADCs), and managing the Assessment Board activity.

- Lead, manage, develop and motivate the staff within the Quality Assurance department in order to deliver an effective, efficient and customer focused service to Members and Approved Dance Centres as well as internal and external stakeholders.
- Oversee the management of quality assurance processes, including examiner upgrades, Reasonable Adjustments, Special Considerations, Enquiries About Results, Appeals and Malpractice in collaboration with the appropriate departments, investigating of any issues and taking relevant action as necessary.
- Lead on the continuous review of the departmental and relevant organisational policies, processes and procedures to ensure they meet the regulatory requirements, identifying ongoing developments by the regulators and liaising with the relevant departments as necessary to support their implementation.
- Work collaboratively with internal and external stakeholders to ensure compliance with regulatory requirements, including standardisation of Examiners, the development of qualifications and managing the relationship with external providers such as the certificate printing company.
- Work with the Director of Examinations to oversee the performance and continued development of the Society's online examinations management system.
- As a member of the Qualification Development Committee, a governance committee, offer active participation and involvement in ensuring the regulatory compliance of the Society, and ensure that reports are provided as requested.
- Work with the Director of Examinations to manage and develop relationships with the regulators and government departments in the UK and overseas, including the notification of events, response to action plans, and ensuring the completion and submission of periodic regulatory documentation and data requests within agreed timelines.
- Manage the departmental budget following the strategy and operating practices by the Society, reporting to the Director of Examinations as necessary, ensuring that all expenses incurred are recorded for audit purposes.
- Participate in any other projects or tasks as required by the Director of Examinations to support the strategic direction of the Society.



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Person Specification

To take up the role of Head of Quality Assurance, the individual will need to be engaged and motivated in the work and mission of the Society. Commitment, engagement and reliability are key to fulfilling your responsibility.

The Head of Quality Assurance must demonstrate:

Essential:

- A wholehearted commitment to the mission of the Society.
- A willingness to contribute ideas, thoughts, comments.
- A commitment to fairness and to promoting equality, diversity and inclusion.
- Ability and willingness to work flexibly, collaboratively, and autonomously with colleagues to provide an excellent service in all aspects of the role.
- A thorough understanding of the UK qualifications frameworks.
- Significant experience of working within a quality assurance function of a regulated Awarding Organisation in a management capacity.
- A thorough, up to date, working knowledge and understanding of the Ofqual General Conditions of Recognition.
- A strong understanding of the current issues affecting the UK educational environment.
- Excellent verbal and written communications skills in English.
- Experience of using effective performance and staff / resource management strategies to ensure the delivery of continuous improvement in quality assurance services.
- Experience of stakeholder management, in particular identifying and considering the needs and views of all parties in order to influence decision making and systems / processes.
- Strong analytical problem solving skills to support effective decision making, using own initiative in particular in resolving difficulties experienced by stakeholders.
- Experience of analysing and presenting complex data.
- Attitude of personal responsibility and accountability and a flexible and 'can-do' attitude towards the workplace.
- Educated to degree level or equivalent.

Advantage:

- **Experience of working with overseas qualification regulators.**
- **Experience of and an interest in Dance, Education and the wider Dance Arts environment.**

Working Hours

This is a full-time role, working 35 hours a week, from Monday to Friday from 9am to 5pm, with a one hour lunch break.

Additional Information

- This role will initially be based remotely, so the Head of Quality Assurance will be required to work from home in an environment with a high-speed broadband. Remote working will be



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reviewed and further guidance will follow, (in line with government announcements), with the view of working part time from the office towards the end of June (earliest). The office is available for those who would prefer to work in the office environment or have difficulties working remotely.

Remuneration

The annual salary for this position will be a Grade F – Heads of Departments, (which ranges from £44,000 to £51,765 per annum), depending on experience.

Training

The Head of Quality Assurance will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email: hr@istd.org

Method of Application

To apply as a Head of Quality Assurance please send a letter of application and CV to hr@istd.org. The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).

Applications Close: Wednesday 10th November 2021

Interviews: W/c 15th November 2021.

Start Date: From Wednesday 1st December 2021 (earliest - flexible dependent on notice period).