



Imperial Society of Teachers of Dancing

Job Profile - Quality Assurance Manager

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 Quality Assurance Manager to manage the operational delivery of the quality assurance function 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 Head of Quality Assurance and provides support in ensuring the regulatory compliance of the Society.

Key Responsibilities:

In addition to working closely with the Head of Quality Assurance, the Quality Assurance Manager will be responsible for the following areas:

- Manage the operational delivery of the quality assurance function in accordance with the regulatory requirements, including the maintenance of accurate data and records.
- Manage, develop and motivate the staff within the quality assurance function in order to deliver an effective, efficient and customer focused service to Members and Approved Dance Centres (ADC) as well as internal and external stakeholders.
- Oversee the timely and efficient processing of results and the certification of qualifications in compliance with the ISTD procedures and regulatory requirements, including submission of files to the printing and medals/awards providers to be dispatched within defined timescales.
- Manage the quality assurance activities for the approval and monitoring of Approved Dance Centers (ADC) delivering the ISTD regulated teaching qualifications in accordance with the



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regulatory requirements, including management of ISTD inspectors, and providing support, updates and training to Approved Dance Centers (ADCs).

- Manage the assessment activities for ISTD teaching qualifications, including recruitment, standardisation, and allocation of Assessors/Moderators, monitoring the marking and moderation processes, supporting the Assessment Board meetings and processing of related payments.
- Oversee of quality assurance processes, including examiner upgrades, Reasonable Adjustments, Special Considerations, Enquiries About Results, and manage Appeals and Malpractice cases in collaboration with the appropriate departments, investigating of any issues and taking relevant action as necessary.
- Work with Head of Department on the monitoring of systems and processes to ensure the maintenance of quality and standards, such as review of qualification performance, quality of marking/moderation and monitoring of Examiners/Assessors/Moderators, and conduct related data analysis and reporting.
- Work with Head of Department on the continuous review of the departmental policies, processes and procedures to ensure they meet the regulatory requirements, identifying ongoing developments by the regulators.
- Work with the Head of Department to respond to requests by the regulators and government departments in the UK and overseas, for example in relation to the notification of events, action plans and reviews, and submission of periodic regulatory documentation and data.
- Work flexibly, collaborate with and provide support to other operational areas/colleagues as required and carry out any other reasonable duties as required by the Head of Department or Executive Management.

Person Specification

To take up the role of Quality Assurance Manager, 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 Quality Assurance Manager 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.
- Experience of working within a quality assurance function of an Awarding Organisation or an educational setting.
- Knowledge of the regulatory requirements of the UK and International qualification regulators.
- Knowledge of vocational qualification assessment and quality assurance processes and practices.



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- Experience of managing staff and their activities to ensure the effective delivery of high quality services.
- Strong communication skills and experience of working with a range of stakeholders.
- Excellent verbal and written communications skills in English.
- Proven ability to plan, co-ordinate, deliver and support a service, demonstrating effective management and flexible, efficient and accurate administrative and organisational skills even when under pressure.
- Good analytical problem solving skills to support effective decision making, using own initiative in resolving difficulties in supporting the work of the department.
- Excellent team player, working flexibly and with others to meet the needs of Members, customers and the Society.
- Good working knowledge of Microsoft Office.
- Attitude of personal responsibility and accountability and a flexible and 'can-do' attitude towards the workplace.

Advantage:

- **Educated to degree level or equivalent.**
- **Experience of working with overseas qualification regulators.**
- **Experience of and/or 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 Quality Assurance Manager will be required to work from home in an environment with a high-speed broadband. Remote working will be reviewed and further guidance will follow, (in line with government announcements), with the view of working part time from the office (two days a week) in early 2022. The office remains open from Monday to Friday and 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 D – Managers, (which ranges from £31,800 to £37,399 per annum), depending on experience.

Training

The Quality Assurance Manager 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.



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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 Quality Assurance Manager 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: Monday 24th January 2022

Interviews: w/c 31st January 2022

Start Date: Monday 14th February 2022 (earliest - flexible dependent on notice period)