

<b>Job Title:</b>	<b>Programme Lead – External Qualifications</b>		
<b>Reporting to:</b>	External Qualifications Manager	<b>Job Band:</b>	Band 4
<b>Direct Reports:</b>	0	<b>Size of Team:</b>	5

As Programme Lead – External Qualifications you will have responsibility for the management and delivery of a product portfolio of learning, assessment and associated training products and services linked to the delivery of clinical, driving and education qualifications. This product portfolio will be delivered to learners both within and outside of St John Ambulance with a particular focus on delivering full qualification pathways to cohorts of learners.

## Key Responsibilities

- Manage a product portfolio of learning, assessment and aligned products and services related to your qualification area for delivery to learners both within and outside of St John Ambulance
- Ensure that the product portfolio offered under your qualification area is relevant to customer needs whilst reflecting regulatory requirements and current best practice, and putting in place continuous and specific improvement actions where needed
- Coordinate, manage and resource cohorts so that the qualification programme they complete meets the requirements defined by the awarding organisation, provides a quality learning experience and is delivered within budget.
- Manage the costs of the products and services such that they deliver best value for money
- Work with internal and external stakeholders to identify and launch relevant, new qualifications, courses and products to include as part of your qualification area
- Ensure accurate recording of outcomes, with relevant documentation and paperwork completed and maintained in line with awarding organisation and SJA requirements
- Provide written reports on delivery, performance and achievement in your area on a regular basis
- Play an active role in audits by external bodies and internal departments
- Regularly assess delivery standards and performance within your qualification area, put in place actions to correct areas for improvement and evaluate the impact of these actions on overall outcomes.
- Undertake training, assessment or internal verifications as required to support the delivery of external qualifications.
- Ensure that the values, standards, aspirations and brand of St John Ambulance are effectively supported and demonstrated in the course content, delivery and behaviours
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Work on your own initiative and be highly motivated to achieve both personally and through the team
- Be willing to learn and adapt new skills
- Be willing to travel and work flexible hours to include evenings and weekends

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C), minimum of 5 including Maths & English	✓	
Training and Teaching Qualification level 4 or above (e.g. Certificate in Teaching and Learning or working towards & will be achieved within 12 months of commencing the role)	✓	
Recognised assessor/verification qualification (e.g. D32/33/34, A1/V1)		✓
<b>Experience</b>		
Experience of training and assessing for accredited or regulated qualifications	✓	
Occupational experience of working as a driving instructor / paramedic or ambulance crew / trainer or teacher.		✓
Experience of preparation for external and internal quality audits of training delivery and assessment	✓	
Experience of coordinating, resourcing and managing cohorts through long programmes of study and assessment	✓	
Experience of managing and reporting on costs and cost-effectiveness and interpreting performance data	✓	
Experience of managing training and assessment practice using a quality management framework	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal and influencing skills with ability to communicate effectively at all levels	✓	
Ability to build strong and effective relationships with internal and external stakeholders	✓	
Ability to use Microsoft® applications to an intermediate level	✓	
Understanding of Quality assurance training process, procedures and protocols	✓	
Understanding of the clinical / driving / education sector.		✓
Confident and engaging presenter with excellent report writing skills	✓	
Ability to work under pressure and identify and prioritise key issues	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: AN

Date of preparation: March 2019



## BE PART OF A LIFE SAVING TEAM

