BRITISH COUNCIL

Role Title

Quality Assurance Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Assurance	PB7	Any UK office	Indefinite	Assurance Lead

Role purpose

This is a key role in the Business Performance Team which is part of the Education and Society Global Consultancy and Business Services function in the Education and Society Strategic Business Unit. Our vision is to enable Education and Society to deliver its best results by connecting its functions with the knowledge, understanding and systems to improve its performance. This role plays a key part in delivering this vision by:

- Providing assurance at all levels of the business that we are on track to deliver what we intended to
- Supporting the roll out of the quality assurance approach which is based on the Plan, Do, Check, Act model of quality assurance
- Providing technical information, advice and guidance on matters of quality assurance and continuous improvement to colleagues across the business
- Building capacity and facilitating risks and issues management at project and business level

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

Education and Society strategic business unit makes a significant contribution to achieving the aims of the British Council, which are aligned with UK policy objectives of security and stability, prosperity and development and influence and attraction.

Education and English is at the core of our work in promoting security and prosperity. Our education work addresses inequality and poverty by sharing access to international best practice, knowledge and innovation, and by providing access to skills and professional

development. We are committed to promoting UK Education as a national asset and to supporting the enhancement of education in the countries in which we work by supporting initiatives that enhance access to and improve the quality of primary, secondary and tertiary education.

Our work in society works at both the institutional and 'grassroots' level to deliver wide societal benefits and to make a difference to the situation of women, children and youth. This work is addressing the basic components for increasing stability, supporting societies in their development of knowledge and systems to enable them to achieve this.

Main opportunities/challenges for this role:

- Working across a global portfolio of complex projects and programmes to ensure that the quality assurance approach is consistently applied and provides valid and accurate information to the global business to inform executive decision making.
- Remotely working with colleagues in multiple environments across a range of time zones to implement consistent processes and drive project and business improvement to ensure optimal impact and financial sustainability
- Implementing a more rigorous and robust approach to quality assurance and reporting alongside a range of change programmes to colleagues who are dealing with competing priorities
- Leading an externally recognised quality management system (ISO9001) which is of critical importance to key clients and major programmes

Main Accountabilities:

- To manage the ongoing monitoring and management and delivery of the ISO9001 quality management system
- To support the Assurance Lead with the ongoing development of the quality assurance approach and the associated policies, processes, tools and guidance
- To work with colleagues across the global portfolio to deliver training, information, advice and guidance relating to the quality assurance approach
- To ensure all systems and processes are complied with and maintained including overseeing reporting processes and associated records
- To ensure systems and processes are maintained and fit for purpose

Key Relationships:

- External assessor from Lloyd's Register Quality Assurance (LRQA)
- Senior Manager and Erasmus Plus Lead for ISO9001
- Regional Business Services Leads and Operations Directors
- Programme and Project Managers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Candidates must be entitled to live and work in the UK	Shortlisting
Direct contact or managing staff working	No	N/a

with children?			
Notes			

Person Specification:			**Assessment stage**
Qualifications			
Essential		*Desirable*	*Assessment Stage*
		- ISO9001 Lead Auditor - Project Management Qualification	Shortlisting
Role Specific Knowledge & Experience			
Essential		*Desirable*	*Assessment Stage*
- Knowledge of quality assurance processes - Experience of developing quality assurance tools and processes - Experience in monitoring standards and continuous quality improvement - Experience of delivering quality management reviews or audits - Experience of analyzing and reporting on large volumes of management information - Experience of remotely working with a diverse range of stakeholders at all levels of business - Experience using Microsoft Packages		- Experience of leading ISO9001 internal quality audits - Experience of using SharePoint for records management and reporting purposes	Shortlisting and/or interview
Role Specific Skills			
Essential		*Desirable*	*Assessment Stage*
- Performance Management - Stakeholder engagement and management - Client/ customer feedback - Process improvement - Report writing		- Training - Technical skills in Microsoft SharePoint	Shortlisting and/or Interview
British Council Core Skills			*Assessment Stage*
Managing Projects (level 3). Analyses requirements with the sponsor/stakeholders, defining the specification with awareness of equality and diversity impact, planning, revising, implementing and evaluating on small-to-medium scale and/or low risk projects. *Communicating and Influencing (level 3) Is creative and adaptable in communications. Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.*			*Shortlisting and/or Interview*

Planning and Organising (level 2) Plans ahead. Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people. *Analysing data and problems (level 3)* Analyses patterns. Seeks out and examines a range of information to identify patterns, trends and options, to solve multifaceted and complex problems. *Managing Risk (level 3)* Develops the culture. Has track record of analysing potential risks, promoting risk awareness, and holding others to account for their practices.	
British Council Behaviours	*Assessment Stage*
Creating Shared Purpose (More Demanding): Creating energy and clarity so that people want to work purposefully together *Connecting with Others (Essential):* Making regular opportunities to understand others better *Working together (More Demanding):* Ensuring that others benefit as well as me *Being accountable (Essential):* Delivering my best at work in order to meet my commitments *Making it happen (More demanding):* Challenging myself and others to deliver and measure better results *Shaping the future (Essential):* Looking for ways in which we can do things better	*Interview*
Prepared by:	**Date:**
Karen McCloskey, Assurance Lead	6 December 2018