



## Head of Service Delivery & Professional Standards

Starting salary - £50 - £60k plus Car/cash allowance.& benefits package

Field Based with frequent travel

EAL is the specialist skills partner and awarding organisation for the advanced manufacturing and engineering, and building services sector industries. We are committed to investing in the industries we serve and the careers of the people working within them. Through industry partnerships and years of experience supporting our core sectors, we have built unrivalled knowledge and understanding of employer skills needs. As a result, EAL's skills solutions and qualifications are respected and chosen by employers to deliver real career benefits for all our learners. Collaboration is the cornerstone of everything we do. Our long-term partnerships with employers, professional bodies and our parent organisation Semta help us offer qualifications and skills solutions that are fine-tuned for the needs of our sectors. For our learners this delivers added value and underpins their careers in industry.

This is an exciting opportunity to be a key player within the senior management team with responsibility for leading the largest team within EAL focused on the delivery of external quality assurance, apprenticeship assessment and commissioned services, via a highly expert field based team of three Managers and circa 20+ full time External Quality Advisors. This role ensures that the services delivered are of the highest possible quality, meeting both internal and external standards, positioning EAL as the AO of choice for the sectors we serve, through our recognised quality of services, to meet current and future strategic objectives and business growth.

Commercially astute, you will manage budgets and grow revenue through existing products and services, achieving new income from the provision of industry leading assessment services, as well identifying opportunities to grow our customer base and enhance our service offering. You will be a key contributor to shaping our digital roadmap ensuring that cost-effective, customer-centric solutions deliver a modern experience for stakeholders.

The role is responsible for both putting the customer at the heart of all service delivery interactions by providing an excellent customer experience, as well as embedding a culture of quality and continuous improvement throughout our Quality Assurance Team to ensure on going compliance with regulatory requirements, minimising risk and monitoring and control of sanctions, to ensure EAL is recognised as a best practice Awarding Organisation across all four nations as well as internationally.

### **Skills & Experience**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working within a regulatory environment and developing and implementing quality management systems to meet regulatory requirements</li> <li>• Experience of the development, delivery, award and compliance activities of an Awarding Organisation</li> <li>• Experience of developing customer profitability models</li> <li>• Experience with a range of project management methodologies, tools and processes</li> <li>• Extensive experience in a senior management role in a customer facing/delivery capacity</li> <li>• Demonstrable experience of leading,</li> </ul>	<ul style="list-style-type: none"> <li>• Previous involvement in service delivery digitalisation transformation</li> <li>• Background in the mobile/digital space with a good track record of building senior stakeholder relationships</li> <li>• Advanced level IT skills</li> <li>• Business improvement techniques and models</li> </ul>

managing and developing a large and remote team

- Demonstrable experience of setting and managing a significant budget
- Track record of developing and implementing strategies to capitalise on business opportunities
- Proven experience of developing strong business relationships with key internal and external stakeholders to raise profile and highlight new business opportunities

### **Capabilities**

- Building a commercially astute quality and customer focussed team, developing rigorous processes and KPIs
- Broad knowledge of digital disciplines
- Effective and decisive decision maker
- Advanced written and verbal communication skills.
- Strong negotiation, influencing and presentation skills
- Project management skills
- Proven problem solving, analytical and process re-engineering expertise
- Willing and able to travel extensively around the UK, including overnight stays
- High level of financial management, analytical and report writing skills
- Highly developed IT skills, the ability to use a range of Microsoft Office applications particularly Excel as well as bespoke systems and databases
- Maintain awareness of changes within the regulated qualifications landscape; including funding, and anticipate and plan for any business impact
- Manage consultants/third parties in the context of service delivery activities
- Confident and competent in managing multiple stakeholders, both meeting and challenging their expectations to deliver the best value
- Positive outlook with a clear focus on achievement of objectives
- Attention to detail, commercial awareness and the ability to meet deadlines with a 'right first time' approach
- Presents ideas clearly and gets the point across in front of customers, consultants and others
- Evidencing of ongoing continued professional development
- An eye for detail and relentless push for 'better' as well as 'right first time'



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| <ul style="list-style-type: none"><li>Evidenced development</li></ul> | continued | professional |  |
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For further details and an Application form please contact Susan Martin on email [HR@Semta.org.uk](mailto:HR@Semta.org.uk), call our HR team on 01923 652387 or by post at Human Resources, Unit 2 The Orient Centre, Greycaine Road, Watford, Hertfordshire, WD24 7GP

Closing date for applications will be 29th September 2017.

***Semta is committed to Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***