



**INFORMATION BOOKLET
PLEASE READ CAREFULLY**

Open Competition for the purpose of recommending person(s) for appointment to the position of:

**Further Education and Training Quality Assurance Manager
Education and Training Boards Ireland (ETBI)**

Ref: QAM

Closing Date: WEDNESDAY, 12th DECEMBER 2018

**It is anticipated that interviews will take place the week commencing
17th December 2018**

ETBI is committed to a policy of equal opportunity.

Further Education and Training Quality Assurance Manager Education and Training Boards Ireland (ETBI)

Introduction

Education and Training Boards Ireland (ETBI) is the national representative body for Ireland's 16 regional Education and Training Boards (ETBs), and works to protect, promote and enhance the interests of our member ETBs and of education and training within the wider education sector in Ireland and in Europe.

Education and Training Boards (ETBs) are statutory education authorities, established by the Education and Training Boards Act 2013 to replace the Vocational Education Committees (VECs). The Act created a new structure that better positions the sector to support the evolution of the delivery of educational services.

ETBs deliver a wide range of services across many educational levels throughout Ireland. They operate over 270 second-level schools, Post Leaving Certificate (PLC) colleges, vocational training centres, and over 500 education centres. ETBs are trustees of 92 Community Colleges. They also manage a growing number of multi-denominational primary-level Community National Schools (www.cns.ie). ETBs are involved in Youth Work, Youthreach programmes, apprenticeships, traineeships, prison education, Back to Education initiatives, Vocational Training Opportunities (VTOS) schemes, workplace learning programmes, outdoor education and training, adult and community education, and other educational programmes. There are ETB-run centres, schools or colleges in every corner of Ireland.

Subsequent to the enactment of the Education and Training Boards Act 2013, the ETB sector has undergone a major transformation. ETBI has played and will continue to play a key role in supporting the ETB sector during this period of change and transformation.

The Further Education and Training (FET) is the distinct, diverse and vibrant sector of the Irish education system which provides learning opportunities at post-secondary school level to a range of different learners. The FET sector is unique within the Irish education system as it is not dedicated to any one specific group of learners by virtue of age or stage of educational development. FET opportunities include life-long learning, social inclusion and access to work-based learning opportunities for citizens aged sixteen and over.

Role Description:

The Qualifications and Quality Assurance (Education and Training) Act 2012, provided Quality and Qualifications Ireland, (QQI) with responsibility for the oversight and monitoring of quality assurance processes in training and further education in Ireland. This Act set out the responsibilities that apply to the ETBs with regard to quality and accountability and the requirement to ensure a consistent quality assurance system is established which will on an on-going basis monitor, evaluate and improve, the quality of FET programmes and services on offer. As the Irish Further Education and Training (FET) sector provides a range of education and training opportunities to over two hundred thousand people annually, the ETB FET Quality Assurance system must ensure a consistent approach to education, assessment, marking, grading, programme evaluation and stakeholder accountability to support the transparent, continuous examination and improvement of all aspects of FET.

QQI established Core Statutory Quality Assurance Guidelines, Sector Specific Statutory Quality Assurance Guidelines for the ETBs and Topic Specific Statutory Quality Assurance Guidelines for Apprenticeship Programmes to guide this process. ETBs are in the process of transitioning from the legacy processes of the former Further Education and Training Awards Council and all ETBs have now completed the 'Reengagement Process' with QQI and are established as relevant providers.

ETBI has played and continues to play a key role in supporting the ETB sector in the change and transformation process of quality assurance. The FET QA Manager will provide a centralised support for the continued transformation and development of QA systems and processes for the ETB FET sector. This support will ensure the sector is enabled to implement strategic policy and achieve targets set by SOLAS and QQI legislative requirement with particular emphasis on self-evaluation, statutory review and delegated authority. Collaborative work within the ETB FET sector and with QQI will be essential in this role, to collectively explore and agree models and approaches to new guidelines and policy implementation. Sectoral milestones, projects, collaborative/shared models and approaches are to be progressed specifically for:

- Development and Implementation of QA FET Governance model
- Sectoral Model and approach for Shared Curriculum and Programme Development
- Statutory Self-Evaluation and Statutory Review Process
- Establishment of Collaborative Resources i.e. External Authentication Panel

This role is a Senior Management position reporting to the Director of Further Education and Training and on occasion to the General Secretary for the efficient performance of tasks as agreed. The tasks, however, are ever developing and evolving as one applies their own individuality to the job. Outlined below are the appropriate current tasks, which may change from time to time, as the needs of the FET sector require.

Main Duties

The role of the Quality Assurance Manager will include (but not be limited to) the following:

1. Promote and support a collaborative, co-operative and integrated approach to improving the effectiveness and efficiency of FET QA across the ETB FET sector.
2. Be responsible for day to day operations and management of the QA section within the ETBI FET Directorate and act as point of contact and liaison for ETBs in relation to QA.
3. Identify and agree QA work programmes, targets and deadlines and ensure their subsequent implementation;
4. Advise ETBs on national policy developments and regulatory requirements in relation to QA.
5. Manage performance to ensure delivery of services in line with corporate objectives, policies and operational plans.
6. Determine nature, level and pattern of demand for QA supports and services and recommend priorities.
7. Coordinate the development of QA guidelines, documentation and material/resources to support ETBs with regards to QQI quality assurance and programme validation requirements
8. Identify opportunities to expand or improve the range, quantity or quality of existing QA supports and services and make recommendations to this effect;
9. Prepare QA budgets to include the making of funding applications;
10. Be responsible for day to day financial management within the QA section.
11. Deliver QA projects within agreed budgets and deadlines;
12. Establish and maintain strategic alliances and close exchanges with internal stakeholders.
13. Develop and maintain productive working relationships with external agencies to ensure co-ordination of work programmes and elimination of duplication;
14. Attend meetings and represent ETBI on internal or external committees, working groups or other fora when required;
15. Research, analyse, disseminate and communicate essential information on relevant QA policies, procedures and legislation;
16. Compile, prepare and present QA reports as necessary;

17. Ensure compliance with relevant policies, procedures, legislation, standards, codes of conduct and general principles of good governance at all times;
18. Plan and prioritise work effectively and be proactive and self-directed;
19. Work under pressure to tight deadlines and to take a strategic approach in the delivery of key policy objectives;
20. Manage and deal with conflicting demands within prescribed timelines and deadlines;
21. Carry out duties at all times in a fair and impartial manner that enhances trust and confidence;
22. Undertake any other duties of a similar level and responsibilities as may be required from time to time.
23. Liaise with the Director of FET Support Services on any matters of concern.

Competencies Required:

The FET QA Manager will be required to show evidence of the following competencies:

Leadership

- Actively contributes to the development of the QA strategies and policies for the ETB FET sector
- Brings a focus and drive to building and sustaining high levels of QA performance, addressing any performance issues as they arise
- Leads and maximises the contribution of the team as a whole ensuring effective delivery of QA tasks
- Considers the effectiveness of QA outcomes across ETBI and the ETB sector
- Clearly defines objectives and delegates effectively, encouraging ownership and responsibility for QA tasks
- Develops capability of others through feedback, coaching and creating opportunities for skills development in the area of QA
- Identifies and takes opportunities to introduce new and innovative ways to improve QA supports and services across ETBI and the ETB sector
- Works actively with senior management

Analysis and Decision Making

- Researches issues thoroughly, consulting appropriately to gather all information needed on QA matters
- Understands complex QA issues quickly, accurately absorbing and evaluating data (including numerical data)
- Integrates diverse strands of QA information, identifying inter-relationships and linkages with awareness of possible consequences

- Uses judgement to make clear, timely and well-grounded decisions on important QA issues
- Considers the wider implications of decisions on internal and external stakeholders
- Takes a firm position on issues he/she considers important

Management and Delivery of Results

- Takes responsibility for challenging QA tasks and delivers on time and to a high standard
- Plans and prioritises QA work in terms of importance, timescales and other resource constraints, re-prioritising in light of challenging circumstances
- Ensures quality and efficient customer service is central to and underpins the work of the FET QA manager
- Looks critically at QA issues to see how things can be done better
- Is open to new ideas, initiatives and creative solutions to QA matters
- Ensures QA controls and performance measures are in place to deliver efficient and high value QA services consistently
- Effectively manages multiple QA projects and personnel
- Is solution focussed

Interpersonal and Communication Skills

- Presents QA information in a confident, logical and convincing manner, verbally and in writing
- Encourages open and constructive discussions around QA issues
- Promotes teamwork within the section, but also works effectively on projects across ETBI and ETBs
- Maintains poise and control when working to influence others
- Instils a strong focus on high standards of QA for the ETB FET Sector
- Develops and maintains a network of contacts to facilitate problem solving or information sharing with regard to QA
- Engages effectively with a range of QA internal and external stakeholders, including ETB management and staff

Specialist Knowledge, Expertise and Self Development

- Has a clear understanding of the QA roles, objectives and targets of self and the team and how they fit into the work of ETBI and the ETB sector
- Has a breadth and depth of knowledge of relevant Department of Education & Skills, Governmental issues, along with ETB sectoral issues and is sensitive to wider political and organisational priorities with particular regard to QA
- Is focussed on self-development, keeps up to date with relevant QA developments seeking feedback and opportunities for growth to help carry out the specific requirements of the role currently and into the future.

Drive and Commitment to Public Service Values

- Is self-motivated and shows a desire to continuously perform at a high level
- Is personally honest and trustworthy and can be relied upon
- Promotes the highest standards of QA, customer care and respect
- Through leading by example, fosters the highest standards of ethics and integrity

Experience and Qualifications:

The successful candidate will:

1. Hold a relevant third level Degree and/or 5 years' experience in FET
2. Demonstrate a high level of ICT literacy including a proven ability to apply technology in the workplace
3. Demonstrate knowledge of risk management and the implementation of internal controls
4. Be a self-starter capable of working on his/her own initiative, with strong multitasking capability and flexibility
5. Good planning and organisational skills with the ability to prioritise tasks effectively in a dynamic and pressurised environment
6. Excellent leadership skills with the ability to manage staff and other resources effectively to deliver high quality output within tight time frames
7. Proven record as a team-player with a flexible approach
8. Highly developed oral and written communication skills, including negotiation, report writing and presentation skills
6. Demonstrate ability to maintain confidentiality and to handle sensitive issues.

NOTE: Qualifications/eligibility may not be verified by ETBI until the final stage of the process. Therefore, those candidates who do not possess the eligibility requirements, and proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

Health

A candidate for, and any person holding, the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of character;
- Be suitable in all other relevant respects for appointment to the post concerned

And if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed;
- Are fully competent and available to undertake, and fully capable of undertaking the duties attached to the position.

Citizenship Requirement:

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein, Norway, Switzerland and Norway. Swiss citizens under EU agreements may also apply.

CONDITIONS OF SERVICE

Terms of Appointment

This appointment will be a 5-year fixed-term contract subject to a six-month probationary period. If at any-time during this period, it appears that the appointee would not be suitable for final appointment the probation will be terminated.

Secondment from the education sector may be considered for the filling of the position.

Remuneration

The salary scale applicable to this position is the ETB Assistant Principal Officer scale. The salary scale as of 1st October 2018 is €68,154 - €82,453 (including two long service increments)

Starting salary

Candidates should note that the starting salary will be at the minimum of the appropriate pay-scale and will not be subject to negotiation.

Different remuneration and conditions may apply, if, immediately prior to appointment the appointee is already a serving Public Servant.

Annual Leave

The FET Quality Assurance Manager will be entitled to 30 working days holidays in each year (in addition to the usual Public and Bank Holidays) to be taken at a time or times convenient to the ETBI. The successful candidate will be required to take annual leave for the period of the Christmas closure of ETBI.

Sick Leave

Sick Leave will be in accordance with established procedures and conditions for ETBI staff generally.

Different conditions may apply, if, the successful candidate is seconded from the education sector (public servant).

Termination

The appointment will be terminated by one month's notice in writing on either side.

Pension

The FET Quality Assurance Manager will be eligible to join the ETBI's pension scheme after 6 months satisfactory service.

If the FET Quality Assurance Manager is seconded from the education sector (public service), the rules of the superannuation scheme applicable to their substantive grade will apply.

Location

The place of work for the FET Quality Assurance Manager will be ETBI Head Office or such other office location within the ETBI as determined by the General Secretary. The FET Quality Assurance Manager may be required to travel, within and/or outside, of Ireland in the performance of his/her duties.

Maternity / Adoptive / Carers / Parental / Force Majeure Leave

Maternity / Adoptive / Carers / Parental Leave will be granted to the FET QA Manager in accordance with the arrangements authorised by the Minister for Education and Skills. The provisions of the Parental Leave Act, 1998 and any subsequent Acts replacing or amending that Act will apply to Force Majeure Leave.

General

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the successful candidate's employment contract.

SELECTION PROCESS

How to Apply

Applications should be made by completing the application form and submitting by email to jobvacancies@etbi.ie. All sections of the application form must be fully completed. Applications must be marked in the email subject heading as 'QAM'.

Applications will not be accepted after the closing date and time.

The admission of a person to this competition, or invitation to take tests or attend for interview is not to be taken as implying that the ETBI is satisfied that such person fulfils the requirements.

Notes:

Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of ETBI. Therefore, candidates are strongly advised to submit applications well before the **12 noon on Wednesday, 12th December 2018** deadline on the specified closing date.

Closing Date and Time:

Your application must be submitted by email to jobvacancies@etbi.ie not later **12 noon on Wednesday, 12th December 2018**. **Applications will not be accepted after this date and time.**

Please Note:

We acknowledge receipt of all applications. We endeavour to give as much notice as possible for interview dates etc. Candidates should make themselves available on the date(s) specified by the ETBI.

The Selection Process may include:

- Shortlisting of candidates on the basis of the information contained in their application
- Qualifying preliminary interview
- A competitive interview which may include a presentation
- Reference checking

Note: It is anticipated that interviews will take place the week commencing 17th December 2018

Shortlisting:

Normally the number of applications received for a position exceeds that required to fill existing vacancies to the position. If the numbers applying for the position are such that it would not be practical to interview everyone, ETBI may decide to employ a short-listing process to select a group for interview who, based on an examination of the documents provided by you, appear to be the most suitable for the position.

This is not to suggest that other candidates are necessarily unsuitable, or incapable of the job, rather that there are some candidates who are, prima facie, better qualified and/or have more relevant experience.

During any short-listing exercise that may be employed, ETBI examines the application forms and assesses them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

GENERAL INFORMATION

Security Clearance:

ETBI is registered with the National Vetting Unit (NVU). As part of the Board's recruitment and selection process, offers of employment to all posts may be subject to NVU disclosure.

Other Important Information

ETBI will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the ETBI is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position Education and Training Boards Ireland will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, or should another vacancy arise, Education and Training Boards Ireland may at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates should note that any attempt to canvass support for an application will lead to disqualification.

Confidentiality

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by ETBI or who do not, when requested, furnish such evidence as the ETBI require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Data Protection

ETBI process data in compliance with current Data Protection legislation.

Feedback

Feedback will be provided on written request.

Latest date for receipt of completed applications for the above post by email to jobvacancies@etbi.ie is: 12 noon on Wednesday, 12th December 2018.

- **LATE APPLICATIONS WILL NOT BE ACCEPTED**
- **CV's WILL NOT BE CONSIDERED**
- **SHORTLISTING OF CANDIDATES MAY TAKE PLACE**

ETBI IS AN EQUAL OPPORTUNITIES EMPLOYER