

Role and person profile

Post title:	Deputy Head of Assessment Production	Location:	Manchester (with significant travel to other sites)
Division:	Qualifications and Markets	Department:	Product Fulfilment
Responsible to:	Head of Assessment Production	Responsible for:	No direct reports
Scale:	8	Leader	Core Competency L3
Post no:	4182		

Role Purpose

Qualifications and Markets exists to develop and deliver world class specifications and assessments and to lead the market in the support we provide to customers. This role will support the Head of Assessment Production with:

1. Leading people through the contingency phase of production (increased team size and double production).
2. Actively helping to shape and support the introduction of new ways of working.
3. Driving and embedding cultural change and improving people engagement.
4. Ensuring team members, particularly the Team Managers, have the required skills, opportunities and support to manage people effectively, to continuously improve and to drive improvements in performance.
5. Ensuring our products are delivered to the highest quality, delivering target zero through the use of right-first time.
6. Ensuring delivery in accordance with plans with an appropriate reporting, risk and issue management framework in place.

Key result areas:	Outcomes:
Customer (external or internal)	Builds exceptional relationships with Assessment Production Team Managers in providing coaching, support and ambitious development opportunities to ensure they can manage and develop the wider team effectively.
	Leads people in planning and preparing for the delivery of our assessments in an annual cycle, proactively and reactively communicating with key stakeholders (such as Operations etc) and effectively responding to in-flight demands in order to achieve targets.

	Represents the Assessment Production team on Q&M governance groups and to manage the relationships with Operations in monitoring, reporting and ensuring delivery to time and quality.
	Responsible for risk and issue management at all stages in the production cycle.
	Working together with key stakeholders eg design, planning, quality, training managers etc in order to ensure that departmental plans are delivered effectively and efficiently.
Cash (finances)	Supports the reduction of costs through the support of strategic programmes and other initiatives.
	Responsible for finding cost efficiencies through changes to ways of working.
Product and internal processes	Establishes and maintains effective working relationships with team members to ensure continuous improvement and in helping to embed process changes.
	Provides regular progress reports and ensures action plans are in place to manage delivery and resource effectively.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture	To model leadership behaviours with confidence and to get the very best from direct reports and teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
	To identify training needs and support the planning and delivery of training for individuals and/or groups to help embed improvements to quality over time.
	Works collaboratively with the programme and quality teams, and across business areas, to deliver Operational Excellence.
Technology	To utilise the available range of digital tools for analysis, reporting and communication in order to work effectively and efficiently. To maintain digital skills to meet business need.
	Support the programme team in the roll out of new technology ensuring that colleagues are confident in utilising the systems effectively.
	To comply with AQA IT security policies
Government and external	Keep up to date with Ofqual recommendations and policies.

Section 2 – Key relationships and performance

Key internal relationships:

- Assessment Design team
- Assessment Production team
- Q&M Quality and Governance manager
- Head of Series Delivery, Operations
- Site Manager: Print and Logistics, Operations
- Planning Manager
- Quality Manager

Key external relationships:

- None

Key performance indicators:

- Managing the on-time delivery of assessment materials against the agreed plans to the required quality.
- Improvements in performance of team members.

Section 3 – Person profile

Knowledge	Assessment
Understanding of the educational and business context within which AQA works	A
Ability to work with conflicting priorities and to deadlines	A/I/P
Understanding of operational processes and ability to lead, plan, implement and evaluate a range of activities	A/I/P
Ability to resolve problems, adapt to change and provide clear direction to achieve objectives	A/I/P
Qualification	
Degree or equivalent qualification or relevant appropriate experience	A
Strong experience in people leadership roles and delivery of performance	A/I
Skills	
Implements and embeds change positively	I/P
Proven performance delivery focus – able to focus own, and team’s work towards delivering to time, cost and quality	A/I/P
Ability to react and improvise if unexpected events present themselves and affect the department’s ability to deliver	I/P
Influence and motivate people to deliver against optimal quality and performance standards	A/I/P
Expertise in coaching, managing performance effectively and proactively driving improvements in performance	A/I/P
Ability to develop, implement and evaluate process change	A/I/P
Plan, manage and deliver multiple plans to time, cost and quality	A/I

Excellent attention to detail and good grasp of written English, including grammar and punctuation	A/I
Demonstrate excellent communication skills verbally and in writing	A/I/P
Leadership Skills	
Communication	A/I
Flexibility	A/I
Customer/stakeholder focus	A/I
Personal contribution	A/I
Continuous excellence	A/I
Experience	
Experience of driving improvements in performance for a team of senior managers	I/P
Experience of effective risk and issue management	A/I/P
Experience of working with a range of stakeholders	A/I
Experience of managing an end-to-end process and monitoring progress against plans.	A/I
Experience and evidence to support the coaching of individuals and a team	A/I/P
Experience of supporting a cross-site team through a significant period of change	A/I/P
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation