



**WORK AT
SHIPLEY
COLLEGE**

**Quality &
Operations
Coordinator**

Shingley College - Great people, great place!

Hours: Full time - 37 hours per week. Multiple roles available.

Salary: £24,523 per annum.

Closing Date: Friday 29th May 2026 at 9am (**We may close the advert early if sufficient applications are received. Early applications are advisable**)

Interview Date: TBC

Start Date: September 1st 2026 (subject to satisfactory pre-employment checks)

WELCOME TO SHIPLEY COLLEGE

Would you like to work with a great team in a beautiful location, in a fast paced and varied role? Do you have the energy to resolve a variety of everyday tasks and challenges whilst providing administration with a very high degree of accuracy?

We are looking for a highly proficient Quality Officer to support our Heads of Department. The right candidate will be skilled at supporting and developing others to deliver a high quality, efficient service. Someone who is proactive in completing tasks in a timely manner, possesses excellent communication and interpersonal skills, and is able to establish strong working relationships with all stakeholders, including academic and service staff and students.

We ask that you are proficient in using IT tools, have a "can do" attitude and thrive in a fast paced and varied environment.

If you are self motivated, very well organised and able to work both independently or as part of our team, then we would love to hear from you!



Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> ● Pension Schemes ● Professional Development opportunities ● Access to a free gym on site ● Reduced cost train and bus travel* ● Access to free onsite car parks ● Shopping discounts with discount app ● Enhanced Annual Leave <p>*qualifying period applies</p>	<ul style="list-style-type: none"> ● Level 2 (GCSE equivalent) in English/literacy and Maths/numeracy ● Proficiency in utilising IT tools and technologies ● Excellent customer service and interpersonal skills, friendly and helpful attitude ● Ability to organise and prioritise work, meet deadlines, maintain confidentiality, work with accuracy and attention to detail. ● Able to act on your own initiative and provide leadership to colleagues

How to Apply: Application forms can be obtained from www.shipley.ac.uk. Completed applications should be submitted to jobs@shipley.ac.uk.

<p>Employment offers are subject to pre-employment checks, including DBS, references, online checks and the right to work. Shipley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.</p>	<p>The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.</p>
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Job Description

JOB TITLE	Quality Officer to the Head of Department Quality & Operations Coordinator
RESPONSIBLE TO	Head of Department

INTRODUCTION

The following information is provided to assist staff joining the College to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used below, in which case all the usual associated routines are naturally included in the job description.
- Staff should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.
- Shipley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shipley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

OVERALL PURPOSE OF THE JOB

In this hybrid role, you will act as a pivotal link between the Quality Standards team and Departmental Operations. Reporting to the Head of Quality & Standards and supporting the Head of Department, you will promote excellence and continuously improve the learner experience.

Your mission is dual-faceted: you will monitor curriculum performance through data-driven reporting, while simultaneously providing the high-level administrative support necessary to ensure the department operates efficiently. By blending quality assurance with operational coordination, you will ensure regulatory compliance, maintain accurate records, and drive targeted improvement strategies across the organisation.

DUTIES AND RESPONSIBILITIES

1. Integrated Quality Monitoring & Inspection Readiness

Support with the coordination of the departmental quality cycle, including work scrutiny, thematic reviews, and auditing. By maintaining standardised "Curriculum Management Folders" and audit-ready documentation, you ensure the department remains compliant with Awarding Organisations, Ofsted frameworks and internal monitoring requirements at all times.



2. Strategic Data Management & Student Records

Proactively manage the college MIS to track and monitor student attendance to support retention, and achievement. You will transform data into actionable reports for Course Leaders and the HoD, identifying "at-risk" areas and systemic trends to support timely interventions. Provide targeted support to key service areas, including admissions, enrolment, and the placement team, as required, ensuring the maintenance of high-quality student records and total data compliance at every stage.

3. Departmental Operations & Teaching Support

Provide comprehensive administrative oversight, including managing correspondence, procurement, and departmental databases, to reduce the "administrative burden" from teaching staff. You will help assist the department by coordinating all logistics for meetings, workshops, and guest speakers, providing the essential administrative support needed to ensure the curriculum team can focus exclusively on high-quality delivery and the learner experience

4. Compliance, Safeguarding & Regulatory Oversight

Support the department lead with regulatory adherence, ensuring all activities meet GDPR, Health & Safety, and funding audit standards. You will act as a guardian of safeguarding processes, ensuring staff are trained in reporting procedures and maintaining the strict confidentiality of sensitive student and staff data.

5. Staff Induction & Quality Coaching

Lead the "Quality & Compliance" induction for new hires to ensure "Day 1 readiness." You will guide staff through mandatory course planning templates and provide initial training on MIS and departmental administrative tasks, ensuring total uniformity in quality documentation across the team from the outset.

6. IQA, Teaching & Learning, and Stakeholder Collaboration

Act as the central communication hub between the Programme Manager/Deputy Director of Quality, the Head of Department, and external stakeholders. You will communicate awarding body standards and lead the coordination of Teaching & Learning (T&L) activities, including observations, learning walks, and the collation of OTLA outcomes. By monitoring the student lifecycle, you will ensure assessment and verification meet "Gold Standard" benchmarks while identifying skills gaps to inform targeted CPD. Through showcasing innovative practices, you will drive a culture of academic integrity and continuous improvement.

This role requires adherence to all college policies, with a strong focus on confidentiality, data protection, and safeguarding.

GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and the maintenance of a culture of continuous quality improvement, assurance and innovation.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults, the post-holder is responsible for or comes into contact with.
- To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.



- To use IT as designated appropriate to the nature of the role.
- To act in accordance with the College’s expectations as set out in the Staff Code of Conduct and contract of employment.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

*In your supporting statement please ensure you reference every point in this category. Applications which do not address each point in the essential criteria will not be progressed to interview. **If you do not meet all of the essential criteria, please do not progress with your application.***

Level 2 in literacy and numeracy or equivalent - This must be evidenced with original certificates at interview.
Competence in the use of a range of IT skills
Excellent customer service skills, including effective and professional telephone and face to face communication within an appropriate context
Ability to communicate effectively through written, oral and electronic methods to develop good working relationships with all stakeholders within Shipley College and the wider community

HIGHLY DESIRABLE CRITERIA

These points are scored the same as the essential criteria. In order to score highly, we strongly recommend that you reference every point in this category where possible.

Experience of working in a team to deliver a high quality service
Experience working in a fast paced environment
Able to work flexible hours when required to meet the needs of the business
Effective organisational and administrative skills with high levels of accuracy and attention to detail
Ability to prioritise, self-manage and cope well with a demanding workload

DESIRABLE CRITERIA

In order to score highly, we strongly recommend that you reference every point in this category where possible.

Knowledge and experience of Equality, Diversity & Inclusion
Knowledge or experience of Safeguarding
Knowledge of the PREVENT agenda

Message from the Senior Leader Team

Shipley College is a wonderful place to start (or to continue) your career and we are delighted that you are considering completing an application for a post with us.

Shipley College is a small, friendly place that really cares about every person that comes through the door and we pride ourselves on giving every student the individual support they deserve.

Situated in the UNESCO World Heritage Site of Saltaire, it is a great place to study and easy to get to by bus, train and car.

Our practical, vocational and work-related courses include Apprenticeships, full-time and part-time courses across a range of Departments. We are delighted that our Student Survey results and employer feedback continue to be extremely positive as we provide a fantastic learning environment for all our students.

We have a fabulous team of colleagues who give up an extraordinary amount of time to support their students and their fellow members of staff. The dedication and attention to quality they exhibit is what makes our college so successful. We are proud of the commitment and hard work of all the college's staff, students and governors and pleased that this has been recognised by Ofsted in our latest inspection.

If you meet the criteria of the post advertised and feel that you would enjoy working here, we hope you will make an application to join us!

Shipley College Mission Statement

To provide the highest quality, inspirational education and training that meets and exceeds the ambitions of individuals, businesses and communities.

OUR CORE VALUES – THRIVE!

Transformational: We champion lifelong learning, leading by example and fostering a culture of growth for all.

Heritage: We value our history and invest in our future.

Relationships: We build strong partnerships and work together to achieve shared goals.

Inclusion: We foster a welcoming, caring and equitable environment for you.

Vision: We inspire and support the pursuit of personal and professional ambitions, responding to a rapidly changing world.

Excellence: We are dedicated to delivering exceptional education and achieving outstanding outcomes.

98% of students agree that the College is a safe place to learn
96% of students agree that College staff are friendly and helpful

