



QA Policy & Assessment Manager Candidate Application Pack

Young Gamers and Gamblers Education Trust

Young Gamers and Gamblers Education Trust, 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ.

www.ygam.org | hello@ygam.org | 0203 837 4963 | Registered Company no: 09189998 | Registered Charity no. 1162425.

YGAM™ is the trading name of Young Gamers and Gamblers Education Trust and registered Trademark: UK00003114184.

Introducing YGAM

YGAM is a national charity with a social purpose to **inform, educate, safeguard** and build digital resilience amongst young and vulnerable people, helping them to make informed decisions and understand the consequences around gambling and gaming.



We enhance understanding

through research and evaluation
YGAM aims to enhance the UK's understanding of gambling, gaming and related harm, specifically amongst young and vulnerable people.



We educate practitioners and student peer mentors

to help young and vulnerable people YGAM develop and deliver training courses to professionals and volunteers who support young people at risk from problem gambling or gaming.



We increase awareness

through information and dialogue YGAM increases awareness of youth gambling and gaming as a public health issue with policy-makers, educators the industries themselves and key influencers.

To achieve this, YGAM delivers its mission and therefore its social purpose in three ways:



Practitioner Workshops: YGAM delivers accredited training to practitioners, enabling them to deliver the YGAM gambling-related harm-prevention programme.



University & Student Engagement: YGAM works in partnership with universities to train students to become YGAM peer mentors who programmes and campaigns within their universities.



Research: through the delivery of the above two products, a programme of research into the attitudes, thinking and behaviours of young people and gambling / social gaming will be created to establish a global research network, specifically targeting teenagers and young adults.

YGAM increases awareness of youth gambling and gaming as a public health issue with policy-makers, educators the industries themselves and key influencers. Our Programmes and Services also contribute to the emerging National Strategy to reduce gambling harms 2019 - 2021. In particular YGAM's impact contributes to:



Priority Action 1: Research to inform action



Priority Action 2: Prevention



Priority Action 3: Evaluation of the National Strategy

YGAM Innovation Limited as a wholly-owned trading subsidiary of YGAM, offering two products which contribute to the emerging National Strategy 2019 - 2021 to reducing gambling harms, namely priority Action 5: Industry Collaboration. Gameplan will work collaboratively to develop and deliver recognised City & Guilds and Pearson courses & qualifications for colleagues working in customer facing roles and an Apprenticeship Standard for the gambling industry.



We are looking for an exceptional candidate to join our team as QA Policy & Assessment Manager.

YGAM is proud to be a living wage employer.

Thank you so much for getting in contact to enquire about the Quality Assurance Manager role we have available at YGAM. We are looking for a very special person to join our team.

Since YGAM was founded five years ago, we have quickly established ourselves as a leading educational charity which builds digital resilience in young and vulnerable people by training professionals to raise awareness specifically of gaming and gambling-related harm. Last year alone, we reached just over 164,000 young people and students and collaborated with almost 1,180 educational organisations (schools, colleges, universities and charities) to deliver our programme.

In 2020 we will embark on a national gambling education programme, working alongside GamCare to ensure that every 11-19 year old in England, Wales and Northern Ireland receives at least one session of gambling awareness education during their secondary/further education over the next four years, and ensuring that all teachers, youth workers and other professionals working with young people have access to information about the risks of gambling, how to identify gambling related harm in young people and where help for young people can be sought.

The post holder will be responsible for leading our quality assurance processes, analysing data and producing written reports, enabling us to make improvements whilst supporting the YGAM team with SMART action planning.

We are seeking somebody who has an outgoing and confident personality and who has experience of managing the operational delivery of services. Being highly organised, having an absolute eye for detail and the drive and determination to make this opportunity a success are also critical qualities.

The post is part time, working three days with a starting salary of £32,000pa to £34,000pa pro rata with the potential to rise based on performance.

To apply please email careers@ygam.org with a copy of your CV and a supporting statement of no more than two pages, outlining how you meet the Person Specification for the role. The closing date for completed applications is Friday 7 February 2020 at 1700.

Successful applicants who make the shortlist will be asked to attend an interview on Friday 21 February 2020. YGAM are proud to be recognised as an Investors in People organisation, guaranteeing you a purposeful job with plenty of training and career opportunities for the right person.

Good luck with your application and thank you so much for your interest in our work.

Yours faithfully



Mike Wojcik
Chair of Trustees

Yours faithfully



Lee Willows
Chief Executive

Job Description – QA Policy & Assessment Manager

Title: Quality Assurance Policy & Assessment Manager

Line Manager: Operations Director

Hours/Location: Part-time, 3 days a week / work from home

Salary: £32,000pa - £34,000pa pro rata based on experience

Probation period: Six months, with formal review at month three

Job Purpose

To lead the development and introduction of policies, processes and systems across the YGAM Awarding Body function that raise and maintain qualification standards, exceeding external regulatory requirements. Embedding a culture of continuous improvement whilst introducing a risk-based approach to quality assurance.

Managing the Assessment function so that YGAM's assessments are developed and reviewed appropriately, and that the quality and rigour of our assessments is maintained.

Nature and Scope

The job holder is responsible for the development of the quality assurance strategy at YGAM, working with colleagues to ensure that the strategy is implemented and embedded. A key challenge will be to ensure our quality assurance framework is integrated, sufficiently flexible and cost effective to support future plans for growing the business, whilst at the same time meeting regulatory requirements.

You will be responsible for ensuring that YGAM's Quality Standards are established and maintained across country and you will provide leadership on qualifications, assessment, quality assurance and regulatory compliance issues. Therefore a key aspect of the role will be building and maintaining good relationships with internal colleagues as well as the external quality assurance community and with regulatory body officials.

To be successful in this role it is therefore essential that you have good knowledge of primary, secondary, further and higher education policy in the UK and Ireland, YGAM works with a wide range of organisations. In particular, you will be familiar with the requirements for awarding organisations of the qualification regulatory bodies (Ofqual, The Welsh Government and SQA) and with the Quality Code for Higher Education published by the Quality Assurance Agency (QAA).

You will manage awarding organisation and qualification accreditation submissions to regulatory bodies and the annual self-evaluation and regulatory compliance reporting activities and, will therefore conduct research, analyse and report on data to identify and initiate actions to address risks, areas of concern and potential non-compliance.

As you will represent YGAM at external meetings you will require excellent communication and presentation skills.

Key Accountabilities

1. **Lead the development and implementation of policies**, practices, systems and processes relating to the design and development of qualification structures, units of assessment and assessment mechanisms; and relating to the delivery, quality assurance monitoring and awarding of YGAM qualifications – ensuring that they comply with the requirements of qualification regulators: City & Guilds, Pearson and ASDAN
2. **Ensure arrangements for accrediting and quality assurance monitoring** are aligned with the Quality Assurance Agency (QAA) Quality Code and with other national regulatory frameworks as appropriate.
3. **Develop and manage submissions to qualification regulatory bodies** for awarding organisation recognition and qualification accreditation and, prepare the annual self-evaluation report and compliance statements, in line with regulatory requirements.
4. **Contribute to the review and development of the YGAM qualification portfolio** to support innovation and improvement and to ensure they are fit for purpose and fit for award.
5. **Lead the development and implementation of a departmental risk management strategy** and ensure appropriate measures and contingency plans are put in place to minimise risk and to manage escalated complaints and incidents of malpractice and maladministration.
6. **Support colleagues throughout the Education Team** and external community to ensure sufficient understanding of YGAM qualifications and associated quality assurance systems to achieve an integrated, risk based, and cost effective and regulatory compliant approach to quality assurance.
7. **Develop and implement a business plan** that incorporates the schedule of examinations, and timely review of assessment bank material, policies and related guidance documentation.
8. **Analyse, interpret and report on data** for management information purposes.
9. **Plan, implement and prepare reports** for board meetings, ensuring alignment with key dates for submitting compliance statements to regulatory bodies.
10. **Support other panels, committees and groups** with activities related to quality assurance as required.
11. **Work collaboratively with colleagues** across the charity, to develop and maintain suitable market knowledge/intelligence to inform the organisational strategy, identify business development opportunities to promote services to external partners.
12. **Support and manage ad hoc projects** and developments relating to the work of the Qualifications function.
13. **Establish and maintain effective working relationships** with key external stakeholders including the external quality assurance community, other professional bodies and awarding organisations and the qualification regulatory bodies.
14. **Keep up to date with external developments** in education, human resource management, and learning and development. Use insights to inform the development and continuous improvement of YGAM qualifications and quality assurance functions.
15. **Undertake any other duties** as may reasonably be requested by your line manager.

The Disclosure & Barring Service (DBS) – disclosure

This post is subject to a DBS disclosure that is of satisfaction to the Board of Trustees at YGAM. As a UK Registered Charity we promote equality of opportunity and welcome applications from all candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. While YGAM waits for the disclosure results from the DBS, training and other admin duties can be commenced by the applicant (part paid, part unpaid). The cost of the DBS disclosure and registration to the DBS subscription service will be met by YGAM.

Person Specification – QA Policy & Assessment Manager

Knowledge, qualifications and experience

Essential

- Graduate calibre
- Excellent understanding of educational frameworks and the requirements of qualification regulatory bodies (Ofqual, The Welsh Government, SQA and the QAA) Good knowledge of the principal stakeholders in education / third sector with a view to forming national partnerships.
- Substantial experience of developing and maintaining relationships in the context of regulated qualifications delivered in the UK and internationally.
- Experience of a risk-based approach to qualification quality assurance
- Ability to analyse and interpret complex information and data to identify and plan initiatives and actions
- Substantial experience of managing the contribution of an external quality assurance community of practice
- Experience of successfully leading and managing change
- Experience of working under pressure and meeting strict deadlines
- Excellent interpersonal, communication and presentation skills

Desirable

- Knowledge and understanding of YGAM qualifications
- Relevant teaching and quality assurance qualifications
- Understanding of HR and Learning & Development functions

Introducing the YGAM Salary Structure

The YGAM salary structure consists of 'bands and grades' as defined below. Each band will have a minimum criteria and experience requirement. Additionally, each band has two grades; 'entry' and 'skilled'. Employees move through the bands based on meeting the criteria and their actual performance / results achieved on the job.

We have alighted this post to have a starting salary at salary band 6.

Band	Grade (Entry or Skilled level) – based on FTE	Criteria	Project Management Experience
One (Community Development Manager / Worker)	Entry: £17,100	<ul style="list-style-type: none"> Be a current student within a university studying a relevant degree or higher. Meet all essential parts of personal specification. Have a commitment to the social purpose of YGAM 	N/A
	Skilled: £19,000		
Two (Project Manager)	Entry: £22,000	<ul style="list-style-type: none"> Meet all essential parts of personal specification. At least one years evidenced project management experience. Consistent performer who meets all targets set. Have a commitment to the social purpose of YGAM. 	1 year
	Skilled: £24,000		
Three (Project Manager)	Entry: £25,000	<ul style="list-style-type: none"> Meet all essential parts of personal specification. At least three years evidenced project management experience with experience of managing volunteers. Has some experience with fundraising having raised at least £25,000. Good performer whom meets all targets set. Have a commitment to the social purpose of YGAM. 	3 years
	Skilled: £26,000		
Four (Project Manager)	Entry: £27,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least five years evidenced project management experience, including line managing employees. Has experience with fundraising having raised at least £60,000. Has strong networking and interpersonal skills. Good performer whom meets all targets set. Have a commitment to the social purpose of YGAM. 	5 years
	Skilled: £28,500		

Five (Project Manager)	Entry: £29,000 Skilled: £31,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least six years evidenced project management experience, including line managing employees and multiple-projects. • Has experience with fundraising having raised at least £100,000 • Has strong networking and interpersonal skills that drive social impact. • Good performer whom consistently meets all targets set. • Have a commitment to the social purpose of YGAM. • Meet all essential and desirable parts of person specification. • At least seven years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience of the leading the full range of employee HR processes. • Has experience with fundraising having raised at least £150,000 • High performer. • Have a commitment to the social purpose of YGAM. 	6 years
Six (Project Manager or Head)	Entry: £32,000 Skilled: £34,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least seven years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience of the leading the full range of employee HR processes. • Has experience with fundraising having raised at least £150,000 • High performer. • Have a commitment to the social purpose of YGAM. 	7 years
Seven (Senior Project Manager / Regional Manager or Head)	Entry: £35,000 Skilled: £37,000	<ul style="list-style-type: none"> • Meet all essential and desirable parts of person specification. • At least eight years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. • Has experience with fundraising having raised at least £200,000 • Has experience of leading complex projects with a turnover c£1m. • Worked with a Chief Executive within a senior leadership team. • High performer who exceeds targets. • Have a commitment to the social purpose of YGAM. 	8 years

Eight (Senior Project Manager / Regional Manager / Head / Director)	Entry: £38,000 Skilled: £40,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. Has experience with fundraising having raised at least £250,000 Has experience of leading complex projects with a turnover c£2m. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	10 years
Nine (Senior Project Manager / Regional Manager / Head / Director)	Entry: £41,000 Skilled: £45,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced project management experience, including line managing employees and complex, multiple projects across different geographical regions. Has experience with fundraising having raised at least £300,000 Has experience of leading complex projects with a turnover c£2m. Worked with a Chief Executive within a senior leadership team. Can deputise for the Chief Executive. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	10 years
Ten (Chief Executive)	£50,000 - £60,000	<ul style="list-style-type: none"> Meet all essential and desirable parts of person specification. At least ten years evidenced senior leadership experience Has experience with fundraising having raised at least £5m Has experience of leading complex projects with a turnover c£10m Worked as a Chief Executive within a senior leadership team, leading a charity / organisation with an annual turnover of at least £5m. Experience of working with a board. Thought leader and experience of changing significant government policy. Well-connected individual. High performer who exceeds targets. Have a commitment to the social purpose of YGAM. 	15 years

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