



<b>Job title</b>	Nursing and Midwifery Council Services Stakeholder and Analytics Manager
<b>Band</b>	6
<b>Group</b>	Assessment Services and Access to Higher Education
<b>Responsible to</b>	Director of Assessment Services and Access to Higher Education
<b>Responsible for</b>	Research and Analytics Officer

## Organisational context

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. QAA is the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists, and students and learners alike.

From 1 September 2024, QAA will become the Quality Assurance Service Partner for the Nursing and Midwifery Council (NMC) and will provide a range of quality assurance activities.

The Services Stakeholder and Analytics Manager role within QAA's newly formed team to deliver this contract contributes directly to the delivery of the Agency's purpose.

## Role summary

Following the award of the contract for higher education quality assurance services by the NMC, this role will work in partnership with the NMC Services Manager in the set up, transfer, launch and ongoing delivery of this service. This externally facing and stakeholder-focused role will be the lead contact with the NMC and with providers offering, or seeking to offer, approved programmes. In the first instance this will involve supporting the launch of services and stakeholder relationships and ensuring continuity of service as the new service provider. The successful candidate will be a current registrant on the NMC Register.

As this is a new role, the duties and responsibilities are expected to evolve as the work moves from mobilisation to embedded business as usual. The job description will be reviewed after the first year of operation.

## Main duties and responsibilities

- Communications and stakeholder relationships connected with the appointment of QAA as the quality assurance service provider for the NMC as QAA mobilises its service delivery, ensuring that changes are understood by stakeholders and customer expectations are effectively managed.
- Responsibility for relevant horizon scanning and trend analysis to ensure that the service can be adapted to changing and emerging needs, making full use of the intelligence and insights gained from stakeholder contacts and the analysis of data to provide timely advice to the Director and NMC Services Operations Manager, and to the NMC, on service development.
- Responsibility for thematic analysis and reporting, with management responsibility for the Research and Analytics Officer, to ensure that reports:
  - support the NMC to understand shared challenges and areas of effective practice
  - help identify trends
  - support proactive change and continuous improvement
  - develop as a valuable resource for Approved Education Institutions (AEIs) and those Education Institutions (EIs) seeking to be approved.
- The establishment and maintenance of effective relationships and communication with external stakeholders including:
  - senior contacts for all aspect of the contracted services at the NMC, acting as a senior liaison between QAA and the NMC
  - senior and other contacts in AEIs and EIs
  - contacts as needed in Placement Learning Providers (PLPs) and Employer Partners (EPs)
  - the Registrant, Student and Lay Visitor pools.
- Responsibility for ensuring a timely, accurate and constructive response to all questions or concerns raised by stakeholders:
  - Providing definitive advice and support to ensure delivery of all services is in line with contractual commitments.
  - Escalating matters raised, as needed, to the Director, to Governance (complaints handling) and the NMC and proactively addressing potential issues with the NMC.
  - Liaison with NMC staff and with contacts in AEIs regarding their requirements and the delivery of services, and internally with colleagues in delivering and adapting services.
- Oversight of planned communication with Registrant, Student and Lay Visitors.
- Develop and maintain a sound understanding of the context in which the NMC conducts its regulation of the education and training of the professions for which it has responsibility, including the policy drivers and public interest in standards of health care.
- Develop and maintain a sound understanding of the context in which QAA work activities are performed, including a detailed knowledge of QAA policy, practice and current activities.
- Stewardship of data relevant to the function of the team in line with legal requirements, and NMC and QAA policies.

- Contribute to the development and evolution of QAA policy, providing feedback and insights derived from professional experience and apply learning from others to improve the service provided.
- Management of employees and contribution to the success and development of the wider team.
- Any other activities commensurate with the post in the context of a new and developing team and range of services.

## **Key contacts**

- Director - Assessment Services and Access to HE.
- Approved Education Institutions offering approved programmes including senior members of staff and the Education Institutions seeking institutional approval.
- NMC Registrant, Student and Lay Visitors.
- Team members in the Assessment Services and Access to HE team.
- Other teams within QAA, particularly in relation the training and management of Visitors, and QAA's Public Affairs team.
- Staff in Placement Learning Providers and Employer Partners.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

## Person specification

Attributes	Criteria	* How measured
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of overseeing successful operation of customer and stakeholder relationships and communications.</li> <li>• Experience of effective and successful teamworking and communications, both face-to-face and remotely.</li> <li>• Experience of managing projects and activities to an agreed specification and budget.</li> <li>• Experience of successfully managing a remote team.</li> <li>• Experience of the healthcare sector and health education standards.</li> <li>• Experience of the higher education sector.</li> </ul>	<p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• First degree or equivalent experience</li> <li>• Current registration in one or more categories of the Nursing and Midwifery Council Register</li> </ul>	<p>A</p> <p>A</p>
<b>Knowledge, skills and abilities</b>	<ul style="list-style-type: none"> <li>• Knowledge of the regulatory arrangements for higher education in England (particularly in relation to quality and standards and the regulatory requirements of the Nursing and Midwifery Council).</li> <li>• Developed analytical skills and ability to identify key qualitative and quantitative information from multiple sources, and to report on that information and make effective and meaningful recommendations where appropriate.</li> <li>• Effective communication skills (listening, written and verbal communication, presentation and wider interpersonal, teamworking and liaison).</li> <li>• Sensitivity and understanding of working in a customer and service-focused environment.</li> <li>• Ability to work collaboratively and effectively within a team - supporting others and seeking support when appropriate.</li> <li>• Skilled in effective communication with stakeholders including the selection of the optimum means of communication.</li> <li>• Ability to plan the work of others to ensure outputs are delivered effectively and economically.</li> <li>• Ability to performance manage effectively to ensure accountability and responsibility.</li> <li>• Ability to plan and manage own work in a structured and methodical way.</li> <li>• Confident and proactive in decision making in ambiguous situations.</li> <li>• Strong attention to detail.</li> </ul>	<p>A,I</p> <p>A,I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A,I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>I</p>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• A willingness to work flexibly with a 'can-do' approach.</li> <li>• Show initiative to meet the needs of QAA.</li> </ul>	<p>I</p> <p>I</p>

	<ul style="list-style-type: none"> <li>• Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence.</li> <li>• Ensure the image of QAA is represented in a positive, helpful and professional manner.</li> <li>• Highly motivated and able to work under pressure.</li> <li>• Confident and self-motivated.</li> <li>• Critical reflection and continuous improvement.</li> <li>• Ability to demonstrate, understand and apply our workplace values.</li> </ul>	<p>A</p> <p>I</p> <p>I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
<b>Location</b>	Flexible, with UK wide travel to visit higher education providers, and occasional travel to our Gloucester office.	

**\*A: Application; I: Interview; E: Exercise**

**Date: July 2024**