

Head of Product

 gateway
qualifications

learning your way

A message from the Chief Executive Officer

Welcome to Gateway Qualifications! It is my pleasure to introduce you to our company.

We are a dynamic and growing company with ambitious targets and a determination to succeed. We are a charity, motivated by supporting our centres and our learners to meet our charitable aim of widening participation for all. Meeting the needs of our learners, which we do by our particular brand of personalised support for our delivery centres, is the driving force of the company.

Gateway Qualifications has a long and successful history, starting back in the mid-1980s with the emergence of what became known as the Open College Network movement. Since that time we have adapted and changed to meet the developing needs of our centres and our learners, to become the successful company we are proud of today. We are not afraid of change; in fact we embrace it!

As an ambitious and go-getting company, we are keen to attract like-minded people to work with us, for it is only through our people that we can continue our success story. If you feel you would thrive in a company such as ours, we would be delighted to meet you.

Head of Product

Permanent Contract - Full-time

This role can be remote or with the option of hybrid working at our Colchester Office

Salary range - Depending on experience

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We are looking for a **Head of Product** who can lead the development and maintenance of our qualifications and assessment portfolio, managing and working with a team of external associates and embracing the use of technology including e-assessment platforms.

You will:

- have significant experience working at a senior level in awarding organisation(s) in a Qualification and Assessment Development function
- enjoy setting and delivering product strategies in line with Government priorities
- know how to develop, implement and amend operational processes for the delivery and maintenance of new products throughout their lifecycle
- be agile. Successfully leading your team to manage, prioritise and deliver on outcomes that meet our customer and learner needs
- know how overcome operational constraints to deliver a successful product, working closely with operational teams with the ability to think of new and innovative ways of working to achieve the right outcomes

If you are looking for a rewarding role where you can use your skills and experience to help us shape our qualification offer, we'd like to hear from you.

We offer a great employment package that includes 30 days paid holiday plus public holidays, a career average defined benefit pension scheme, and an individual LinkedIn learning licence.

If you want to join our team and contribute to our success, please click the 'Apply Now' button on the advert displayed on our website.

About Gateway Qualifications

Gateway Qualifications is an Awarding Organisation with over 30 years of expertise. We offer a wide range of regulated qualifications, Access to HE Diplomas, develop bespoke qualifications and quality assure in-house training.

At Gateway Qualifications our focus is on creating the highest quality qualifications which are accessible to all and enable the learner to thrive.

If you are interested in this vacancy, you will be able to make an application via the website using our careers page. Please ensure you attach your CV and a covering letter explaining why you are suitable for the role.

Please note that the closing date for applications will be 5pm on 16th June 2022. We do reserve the right to close this recruitment exercise early if we receive a sufficient volume of suitable applicants.

Interviews scheduled for 28th June and 1st July 2022.

Job Description

Job Title	Head of Product
Reports to	Director of Awarding
Working Hours	35 hours per week, Monday to Friday. Hours are flexible to meet the needs of the individual and the business
Location	This role can be remote or with the option of hybrid working at our Colchester Office

Job Purpose

To lead on the development and implementation of the product strategy to ensure our learners benefit from a range of products suited to their needs and enable our centres to offer a range of products to support learners.

To inspire, motivate and manage the product team, ensuring high engagement and high performance in delivering our strategic plan.

Responsibilities and Accountabilities

- Development, implementation and management of the product development strategy, product portfolio and operating plan for all products including regulated and non-regulated provision and end point assessments
- Leadership and management of a high-performing team to deliver the strategy. Team members include employed staff and external consultants
- Actively support business growth, collaborating with marketing and sales teams, ensuring the range of products meets their needs
- Management of the product portfolio through the lifecycle of design, development, implementation, review, and withdrawal stages, including the development and maintenance of assessment strategies for new and existing qualifications
- Liaise with external bodies including qualification and EPA regulators, IfATE, ESFA, DfE and others as appropriate to qualification development needs and approval processes
- Management and maintenance of regulatory compliance within own area of responsibility

- Management of the timely production, maintenance, and retirement of paper-based and online external assessment instruments to meet demand
- Management, including the development and modification, of Gateway Qualifications' non-regulated products
- Management of the development of support materials to enhance the product offer including managing the endorsement process of third-party learning resources and support materials
- Analysis and interpretation of data to inform planning, development, and withdrawal of products/assessments
- Establishment and management of product advisory groups/technical boards in relation to product development
- Identify and build relationships with stakeholders including providers and employers to inform the development of fit for purpose high-quality products
- Management of the continuous improvement of processes and procedures relating to the product and assessment lifecycle
- Provide expert, informed, and reliable advice to the team on all aspects of qualification development, assessment design, and funding
- Collaborate with and support other business functions to ensure ongoing fitness of purpose of the product portfolio including product launch, review, and evaluation.
- Project management of projects including strategic change projects
- Preparation and management of the budget relating to own function
- Sourcing, commissioning, and managing the contracts of external consultants for product and assessment development including assessment writers, reviewers, scrutineers
- Preparation and presentation of reports as required including governance reporting
- Recording, reporting, and review of operational risks and issues within own area of responsibility
- To ensure the effective recruitment and management of external associates and consultants as appropriate for qualification and assessment development

Company Values

All staff are expected to carry put their work in line with the organisation's values of:

Partnership

- Working together
- Supporting teamwork across the organisation
- Communicating, listening, supporting and collaborating

Integrity

- Behaving ethically, with openness and honesty
- Trusting and respecting each other
- Taking ownership of our performance

Originality

- Embracing change
- Thinking creatively and innovating
- Encouraging positive risk taking

Quality

- Getting it right first time, every time

- Taking pride in what we do
- Continuously improving

General Statement (included in all job descriptions)

- You will create an environment of service excellence by engaging and thinking from a customer perspective and be highly motivated to deliver outstanding customer service at all times.
- You will ensure that you are aware of and comply with all the policies procedures and practices of the organisation.
- You may be asked to undertake any other duties commensurate with the nature and level of the post.
- The duties and responsibilities outlined in this job description are liable to change to meet the needs of the business. The Chief Executive Officer will discuss and agree any significant changes that arise.

General Statement (included in all management job descriptions)

All managers must ensure that staff are treated consistently, equally and fairly in the management of their performance. You will motivate, inspire outstanding performance and deal appropriately with performance that needs to be improved.

Person Specification

Shortlisting criteria identified from the application process

Qualifications

- Level 5 qualification or above or equivalent professional experience

Experience

- Experience of delivering product strategy development and delivery
- Substantial experience of curriculum and assessment development
- Experience of working within awarding organisations and regulatory structures, including relating to qualification, assessment and product development
- Experience of working with external agencies such as qualification regulators and government/funding agencies

Skills

- Experience of managing and leading a team
- Project management skills with ability to manage multiple projects to set timescales and budget

Qualities and skills to be assessed at interview

Personal Qualities

- Effective manager with ability to inspire, prioritise and deliver on outcomes to meet customer needs
- Excellent personal and communication skills
- Positive 'can do' attitude
- Ability to find ways of solving or pre-empting problems
- Attention to detail
- Resilient and adaptable
- Evidence of continued professional development

Knowledge, skills and experience

- Understanding of the post 16 education sector including knowledge of current policy and developments
- Qualification and assessment development processes
- Understanding of regulatory requirements relating to qualification and assessment development
- Project management and organisational skills
- High levels of competency in Microsoft applications, including Word, Excel, PowerPoint, Outlook etc
- People management
- Experience of building and maintaining internal and external relationships with senior-level stakeholders
- Interpersonal and communication skills
- Ability and commitment to work as part of a team
- Ability to plan strategically and deliver operationally
- Building and maintaining working relationships at all levels

Further Candidate Information

A message from the Staff

You can read all the facts about us on our website, but we thought that we'd introduce ourselves from the staff point of view. We are a business which is also a charity and the staff take pride in our main purpose of supporting our centres. It's a key part of what we do.

We are small enough to care but large enough to be able to invest in technology so that we can add value to our roles by working with our centres and our learners.

We have a small senior leadership team who are really approachable. They sit in the same office space and are truly part of the team. We also have an excellent Board of Trustees that invests in us as an organisation so that we can do more for our customers.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves! As the staff team we are innovative and embrace change so that we can all join in and celebrate as well as having a bit of fun.

We hope you feel that you want to join the team and look forward to meeting you.

Working at Gateway Qualifications

Our latest staff survey says 97% of people enjoy working at Gateway Qualifications.

We have 30 core staff, supported by our wider workforce and our consultants who form a total team of about 90 people in total. We are based in Colchester for our main office but have colleagues all around the country and some staff work from home depending on the job role.

Our Values

We believe in involving our staff in all aspects of the business.

Staff decided on our values and behaviours so that it means something to them. These are our values and we expect everyone to demonstrate these in their everyday work.

We also have weekly all staff training, staff days and a staff involvement group who meet the CEO regularly to have a chat through our strategy and any issues that staff want to raise. It's a chatty meeting.

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The Benefits

Salary

We all like to feel we are fairly rewarded for the hard work that we complete. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have moved to an open and transparent pay scale model which rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we think we pay competitive salaries.

Talk to us if you have any queries about the pay as we like to attract the best candidates.

Bonus

We like to share in success. If we are successful and achieve our targets, then the Board have the discretion to award us all with a lump sum bonus scheme. We are not sure of the amounts from year to year, but everyone will benefit in our team success.

Pension

We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

Working hours

We offer a full-time working week of 35 hours. This is a great benefit, but we do sometimes ask for flexibility to work more when we need it and then take a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

Holidays

We offer a generous holiday entitlement. In line with our harmonised terms and conditions, we offer the same holiday to all our staff as we believe that we should treat all staff equally. The full-time entitlement is 30 days leave plus the 3 days in between Christmas and New Year, plus the bank holidays. If you work part-time this is pro-rata.

Flexible working

We offer a range of options if you need to work flexibly. We have flexible start and finish times depending on your job role and we do need to keep the customers happy. We also like to keep our staff happy and find that some flexibility over working hours and occasional appointments means a lot to people. We ask for some flexibility in return, but you work with your manager to agree what's best.

Sick pay

Although we hope you don't need to use it, it is reassuring to know that if you need to be off sick for major illnesses then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

Career development

We offer some great opportunities to develop your skills and your career. Many of our staff have been internally promoted and all have had investment in their training and development over the years. We offer working on cross-functional project teams which means you get to find out about other areas and use your strengths for the benefit of the business.

Supporting you

We have a performance management scheme that we hope supports you as an individual to improve your contribution to our success. You will have a one-to-one meeting with your manager on a monthly basis and we monitor to make sure the meetings take place and are useful. You'll also have a mid-year review and an annual performance appraisal where your objectives will be agreed. If you need extra support during the year, then we can arrange training or coaching if this is appropriate. We also place employee wellbeing high on the agenda.

Communication and get togethers

All organisations say that they can improve communication and we are the same, but we do try our hardest to keep everyone up to date. We have weekly Thursday training for all staff. Key priorities and learning are shared, and we have updates about all sorts of topics which help us all adapt to the changing business environment. We also manage to squeeze in regular virtual 'team socials' which are sociable, and occasionally competitive!

We have regular staff days, where we take time out away from the office together and have the opportunity to input into the strategy, learn new skills and have a bit of fun. At our last staff day, we had a treasure quest, got creative with power tools and saws, and fed giraffes and elephants.