



**National  
Examining  
Board for  
Dental Nurses**

## **External/Internal Recruitment Advertisement**

# **Quality Manager Competitive Salary Plus Benefits**

Based in Preston, Lancashire, NEBDN is the charitable awarding body of choice for dental nurse training and accreditation, demonstrated by our track record of offering high calibre, widely renowned qualifications which are recognised for their quality, value and relevance to the ever-changing dental sector.

We have an exciting opportunity for a Quality Manager to join our team. Reporting to the Head of Operations, Quality and Standards, the post holder will work to ensure NEBDN fulfils its regulatory obligations, demonstrating best practice in all aspects of its work.

The successful applicant will have a background in quality management, with experience of working in a regulated environment with confidentiality and discretion as key qualities, you will also have a genuine desire for service excellence and continuous improvement.

You will provide professional knowledge and advice to NEBDN in relation to course content and assessment and accreditation standards. Other key requirements are to lead and manage the Quality Audit team, promote a culture of quality assurance and ensure standards are consistently communicated and reinforced across the organisation.

This is a particularly exciting time to progress your career with NEBDN as we enter the next stage in our development. As well as a competitive salary package, this role provides the opportunity to make your mark within a unique and successful charitable organisation.

To apply, please forward your C.V with a supporting statement evidencing how you meet the specification requirements to [communications@nebdn.org](mailto:communications@nebdn.org)

The deadline for receipt of applications is 5pm on 8 March 2019.

**NEBDN is an equal opportunities employer.**



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## **Job Description**

<b>Job Title:</b>	<b>Quality Manager</b>
<b>Accountable To:</b>	<b>Head of Operations Quality and Standards</b>
<b>Accountable For:</b>	<b>Quality Auditors</b>
<b>Location:</b>	<b>Preston - with some nationwide travel</b>

### **Our Objectives**

All NEBDN employees are expected to contribute to the objectives of the charity:

**To improve the education and training of dental nurses to enable skill, safety and operational excellence to be achieved, meeting the high standards set by the charity, for the benefit of both the general public and the dental profession**

As a member of the management team, the Quality Manager will promote our vision and mission values and ensure all employees and associates are well motivated and supported to achieve them.

### **Our Values**

NEBDN employees are all expected to subscribe to the organisation's Standards of Performance. The Quality Manager is a key owner of our values and standards of performance and is responsible for helping to ensure they support a positive and dynamic culture at NEBDN.

### **Job Purpose**

Ensure that NEBDN meets, and where possible exceeds its regulatory requirements and achieves best practice in all aspects of its work. As a GDC registrant, you must provide professional knowledge and advice to NEBDN on course content; assessment and accreditation standards and related competences. The Quality Manager must manage and lead the quality audit team and ensure that standards are consistently communicated and reinforced.

### **Key Accountabilities**

#### **Quality Assurance**

1. Utilise professional knowledge, skills and experience, to advise and guide on the implementation and enforcement of appropriate quality standards for NEBDN and its course providers; taking account of best practice developments within the education and dental sector.



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2. Work effectively with the Head of Operations, Quality and Standards, to promote a culture of quality assurance across the charity with the aim of achieving a recognised quality assurance marque.
3. Implement a set of educational standards which support NEBDN's reputation as a leader in its field. Help to ensure that NEBDN team members and course providers are fully aware of the standards and how they should be achieved.
4. Manage quality assurance across all NEBDN's activities using the agreed quality assurance framework, and effectively manage change from a focus on course provider quality assurance, to a quality management system encompassing all the charity's activities.
5. Ensure course provider quality is closely monitored against established standards. Implement a programme of monitoring visits and feedback for providers.
6. Put in place and ensure delivery of a proactive audit programme which reinforces, standards, and identifies and addresses any areas of risk at an early stage.
7. Ensure that NEBDN has robust quality and auditing standards, systems and processes, which mean that qualifications and assessments support the delivery of high-quality learning and assessment by accredited course providers, by providing effective inspection, monitoring, quality control and advice.
8. In consultation with the Head of Operations, Quality and Standards, consistently address areas of non-compliance and maintain quality assurance of course providers.
9. Be the first point of contact for complaints in own area of responsibility, ensure the complaints process is followed and that thorough investigations are carried out and the appropriate remedial action is taken.
10. As new curricula, qualifications and assessments are introduced, ensure that appropriate validation and audit processes are in place to ensure high standards are consistently achieved.
11. As changes occur within the education and dental sectors, ensure processes are in place for the structured periodic review of qualifications so that they adapt to changing professional requirements whilst maintaining the same high standards.
12. Ensure that course providers are subject to scrutiny against agreed quality standards so that the integrity of the examination process is assured.
13. With the Head of Operations, Quality and Standards, put in place (to monitor and report) a set of key performance indicators which demonstrate the impact of the quality audit and assurance function and highlight best practice.
14. Utilise the internal quality audit process to identify continuous service improvement opportunities and ensure these are discussed and taken forward appropriately.



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15. Take the lead on quality related projects, and ensure they are delivered on plan, on time and on budget and that outcomes are appropriately evaluated.

### **Leadership**

1. Provide effective leadership to the quality assurance team, ensuring that appropriate guidance is provided, and operational targets agreed and achieved.
2. With team members, review quality processes and procedures so that there is a consistent and well documented approach across all audit activities.
3. Deputise for the Head of Operations, Standards and Quality when required.
4. Lead the team to encourage a positive organisational culture embodying the organisational values, and motivate the team to provide the best possible service to the charity's beneficiaries work and reflect the standards required of employees.
5. Support and encourage all team members to perform at their best, by putting in place personal development and other strategies.
6. Carry out structured and motivational appraisals for direct reports and foster a positive culture of constructive feedback.
7. Address performance management issues effectively and proactively, ensuring appropriate guidance and support is provided to enable improvements to be achieved. When required, utilise formal procedures fairly, consistently and effectively.
8. Ensure the team meets its legal health and safety responsibilities and takes a proactive approach to managing employee health and wellbeing, including minimising work-related stress.

### **Financial Management**

1. Oversee the team budget, manage expenditure and ensure that income and expenditure is within business plan targets.
2. Ensure the risk management strategy and framework is effectively implemented, to protect the organisations' reputation as a provider of quality professional examinations and assessments.

### **General requirements**

1. Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of NEBDN Standards of Performance and Conduct.
2. Seek to continuously improve in all aspects of the job role in order that the quality audit team delivers the best possible service.



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3. Positively participate in internal/external meetings and training.
4. Positively participate in regular one to ones and annual appraisals.
5. Adhere to all NEBDN's policies and procedures at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as a positive ambassador for the charity at all times.
8. Undertake any other duties that may be reasonably required from time to time.
9. Maintain strict confidentiality of information conveyed to them by the Chief Executive, Senior Managers, Trustees, beneficiaries, staff and external organisations, acknowledging the need for professional sharing of information with relevant parties.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may make any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's role.



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### Person Specification

<b>Post: Quality Manager</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications:</b>		
GDC Registrant	Essential	Application
Management, Quality, Audit or other relevant qualification	Desirable	Application
Evidence of commitment to own and others' continuing professional development	Essential	Application
<b>Proven Experience:</b>		
Relevant quality management experience in a charity, not for profit or educational setting or in a commercial organisation	Essential	Application/Interview
Tangible experience of leading successful quality teams	Desirable	Application/Interview
Experience of budget management and monitoring income and expenditure	Desirable	Application/Interview
Experience of quality audit and service improvement techniques	Essential	Application/Interview
Experience of working with curricula, examination and assessment strategies and plans	Desirable	Application/Interview
Experience of working in a regulated environment	Essential	Application/Interview
Understanding of KPI frameworks	Essential	Application/Interview



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<b>Knowledge, Skills and Abilities:</b>		
Professional knowledge of quality assurance and quality audit processes and standards	Essential	Interview
Excellent communication skills at all levels	Essential	Interview
Personal presence and presentation skills, able to represent the organisation professionally	Essential	Interview
Experience of stakeholder management	Desirable	Interview
Excellent organisational skills and ability to prioritise multiple tasks	Essential	Interview
Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point	Essential	Interview/assessment
Able to effectively lead and motivate a team	Essential	Interview/assessment
Ambition and ability to reinforce the highest standards of service delivery	Essential	Interview
Understanding of regulatory and legal obligations affecting NEBDN	Desirable	Interview
Ability to work accurately without compromising quality	Essential	Interview/assessment
Ability to make sound decisions when under pressure	Essential	Interview/assessment
Ability to anticipate potential problems and take action to address them	Essential	Interview/assessment
Able to manage and deliver projects when required	Essential	Interview/assessment
<b>Behaviours:</b>		
High standards of personal ethics and integrity	Essential	Interview/assessment
Personal qualities of self-awareness and self-management	Essential	Interview/assessment
A genuine desire for service excellence and continuous improvement	Essential	Interview/assessment
	Essential	Interview/assessment



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Ability to achieve success through people – holding to account, empowering, influencing and collaborative working	Essential	Interview/assessment
Displays emotional intelligence linked to sound judgement and decision making	Essential	Interview/assessment
Personal credibility and ability to influence, inspire and motivate proactively.		
<b>Other Attributes:</b>		
Full driving licence	Desirable	Application
Able and willing to travel on business when required including overnight stays	Essential	Application
Able to be flexible in hours of work when required including some evenings and weekends	Essential	Application
Empathy with NEBDN's aims and objectives	Desirable	Interview