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<b>Job Title:</b>	<b>Corporate Services Manager</b>
<b>Reporting to:</b>	<b>Head of Corporate Services</b>
<b>Location:</b>	<b>Home Working</b>
<b>Date:</b>	<b>June 2024</b>
<b>Salary:</b>	<b>Minimum £39,000 - depending on experience</b>
<b>Direct Reports:</b>	<b>None</b>

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### **1. About JCQ**

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JCQ is the representative body for the leading awarding bodies in the United Kingdom. The eight members of JCQ are the largest national awarding bodies offering general and vocational qualifications in the UK. They are responsible for setting and awarding qualifications, such as GCSEs, National 5s, AS and A levels, Highers and vocational qualifications including the newly developed T Levels. The UK awarding body sector is amongst the most diverse in the world and a vital part of the education landscape. JCQ is a not for profit Community Interest Company, limited by guarantee and is funded by its members: AQA; City and Guilds; CCEA; NCFE; OCR; Pearson and WJEC.

JCQ's mission is to reduce bureaucracy for schools and colleges by facilitating and delivering common administrative arrangements for examinations. We work with members to ensure, for example, there is a common framework for conducting examinations and the management of malpractice. JCQ helps members work collectively with UK qualification regulators and government departments.

#### **JCQ's core aims are**

- 1.** Reduce bureaucracy for schools and colleges by facilitating and delivering common administrative arrangements for examinations.
- 2.** Provide a forum for strategic debate, information exchange and expression of common interest amongst awarding bodies.
- 3.** Enable member awarding bodies to jointly express views and collectively respond to national issues.
- 4.** Provide a channel for collective discussion with key stakeholders including schools and colleges, the HE sector, teachers, lecturers, examination officers, heads of centres and their representative organisations.

JCQ undertakes a wide range of activities including the publishing of national GCSE and A level results in August; handling enquiries from examination officers and SENCOs; and publishing regulations on delivering examinations and assessments. The main objective for JCQ is to enable its members to act together by providing common administrative arrangements for examinations and communicating with a single voice to the media, regulators, government departments and other stakeholders.

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## **2. Job Purpose**

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The Corporate Services Manager is central to the effective operation of JCQ. They work closely with the CEO assisting with the governance and administration activities of JCQ and acting as the servicing officer for the JCQ Board and key committees. They support the Head of Corporate Services with key operational activities including managing IT systems and day-to-day financial management. This is an integral role in a small and agile team and the post holder works collaboratively with the team to ensure the JCQ meets its short, medium and long term objectives.

The JCQ team members are home-based. The Corporate Services Manager will be required to travel to ad hoc face-to-face meetings which usually take place in London, including regular team meetings with JCQ colleagues.

Ideally, the candidate will have experience of working in a governance role, they will have excellent interpersonal and communication skills

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## **3. Principal Responsibilities / Objectives**

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### Servicing JCQ committees and governance support

- Servicing Officer for the JCQ Board and other JCQ committees responsible for arranging meetings, producing agendas, meeting notes, recording actions, risks, and tracking progress to ensure effective completion.
- Plan and event manage a range of internal and external meetings, including organising venues and required equipment.
- Ensure JCQ follows good governance principles and that the Board operates within its articles of association. Support the Head of Corporate Services in ensuring all Community Interest Company requirements are met annually, including completion of annual audits.
- Take a proactive approach to risk management across all JCQ committees by ensuring any risks and issues identified are addressed and reported and, where appropriate, escalated.
- Support formal reviews of the JCQ committee structure and implementing improvements across the structure in consultation with members and Chairs of committees.

### IT Management

- Support the Head of Corporate Services to ensure that JCQ IT arrangements are secure and fit for purpose.
- Administrator for the JCQ IT systems and support contracts.
- External supplier relationship management including offsite IT SLA support, telecoms and infrastructure.
- Assist with IT training and support for staff including induction for new staff.

**Financial Operations**

- Support the Head of Corporate Services with day-to-day management of the JCQ finances including processing invoices and recording and monitoring transactions using accounting software.

**Human Resources**

- Support the Head of Corporate Services with onboarding, induction of new employees and other HR support activities as required.

**Administrative support**

- Support other activities that are key to the JCQ annual cycle, for example the JCQ release of results events and cover other staff during periods of annual leave.
- Assist with managing email communications from customers to ensure high quality and timely responses.
- Manage projects from beginning to end in order to support effective and efficient ways of working in the team.
- Assist the CEO and Heads of Service in ensuring the Corporate Services Unit is effective and supports all aspects of JCQ's work.

**General Corporate Responsibilities**

- Contribute to the development of JCQ more widely, carrying out any other tasks to support the running of JCQ as required from time to time.
- Contribute effectively to multi-disciplinary working and sharing of information across JCQ to support effective decision making and integration.
- Act as a representative of JCQ's mission and core aims (as displayed below).
- Be fully aware of and actively comply with JCQ's policies and procedures relevant to own responsibilities and to corporate services e.g. procurement, GDPR
- Perform any other reasonable duties as directed by line management.

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**4. Person Specification**

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**The post holder will have:**

<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>
Good computer/IT skills, including SharePoint, Outlook (advanced), Word, Excel, PowerPoint, bookmarked pdfs.	<b>E</b>
Excellent verbal and written skills.	<b>E</b>
Excellent interpersonal skills.	<b>E</b>
Proven experience of building strong and positive external relationships with a range of key stakeholders.	<b>E</b>
Highly motivated, organised and able to work effectively with minimal supervision.	<b>E</b>
Ability to prioritise workload and meet deadlines, be resilient and flexible.	<b>E</b>
High level of attention to detail in all aspects of work.	<b>E</b>
A confident and professional approach with staff, stakeholders and suppliers.	<b>E</b>

**JOB DESCRIPTION &  
PERSON SPECIFICATION**



**Joint Council for  
Qualifications** CIC

Ability to exercise appropriate discretion, tact, diplomacy, confidentiality and judgement, be politically sensitive.	<b>E</b>
Proven experience of formal governance meetings, inclusive of preparation and follow up actions of associated committees	<b>E</b>
Experience of working in partnership to identify best practice and deliver positive outcomes.	<b>E</b>
Experience of using project management principles and processes.	<b>E</b>
Ability to manage a complex workload, preparing plans and meeting deadlines and milestones.	<b>E</b>
Experience of producing work of a high standard with a high level of attention to detail.	<b>E</b>
Minimum:GCSE English and mathematics at Grade C or above or equivalent and/or corporate governance qualification.	<b>E</b>
Advanced IT skills including in the preparation of presentation materials.	<b>E</b>
A positive attitude and ability to take the initiative, be a self starter.	<b>E</b>
Understanding of the UK education system, particularly related to qualifications.	<b>E</b>
Understanding of the role of a regulator and approaches to UK qualifications regulation.	<b>D</b>

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## **5. JCQ Values Based Competences**

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### **Results Focused**

- Strives to meet or exceed ambitious performance objectives and quality standards.
- Has pride in JCQ and in their own working practices.
- Adds value by delivering results through continually finding sustainable improvements in methods and processes.
- Seeks to improve their performance and sets themselves demanding standards.

### **Member & Stakeholder Focussed**

- Demonstrates a desire to help and serve members and customers in a way that best meets their actual needs.
- Makes efforts to understand member and stakeholder expectations and providing a high quality service for a long-lasting and mutually satisfactory relationship.

### **Team Focussed**

- Personally contributes to effective team working by working collaboratively with others.
- Understands the needs and goals of others and adapts their own views and behaviour when appropriate.
- Accepts help from others.
- Communicates constructively, honestly and openly with colleagues.
- Takes responsibility for events or outcomes.
- Holds self and others accountable for decisions, actions and commitments.

### **Development Focussed**

- Clearly communicates and reinforces the importance of development and learning as a priority
- Identifies and understands personal strengths and improvement areas for self and others.
- Seeks and is open to improvement in ability and skills.
- Seeks to develop the knowledge, skill and motivation of self and others.

### **Leadership**

- Helps create an environment and culture that shares the vision and direction of JCQ.
- Is a champion of diversity and inclusion consistent with the values of JCQ and its members.

### **Communication**

- Can communicate at all levels using various, appropriate methods of communication
- Communicates in a clear and persuasive manner within and outside the JCQ.
- Actively listens taking others' views into account.
- Gains respect by operating in a professional and credible manner

**Change**

- Seeks opportunities to improve processes and drive change. Proactively initiates innovative ideas and actions.
- Is flexible and open to new ideas.
- Manages or participates in the change process.
- Remains positive despite setbacks, changes and ambiguities.

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**6. Benefits**

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- **Salary:** circa £39K dependent on experience.
- **Annual Leave:** 25 days rising by 1 day per full year of service to a maximum of 30 days.
- **Pension:** Enrolment on the JCQ pension scheme on joining the organisation.
- **Home Based:** with occasional travel to stakeholder and company meetings
- **Life Cover:** 3 x annual salary
- **Family Friendly Policies:** Enhanced leave and pay available
- **Employee Assistance Programme:** 24/7 wellbeing support, counselling, mobile app promoting physical and mental wellbeing

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**7. How to Apply**

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To apply for this exciting opportunity, please email your CV and a supporting letter outlining how your experience and skills match the requirements outlined in the job description above to [recruitment@jcq.org.uk](mailto:recruitment@jcq.org.uk)

If you wish to have a confidential discussion about this role, please contact The Head Of Corporate Services [billy.goodall@jcq.org.uk](mailto:billy.goodall@jcq.org.uk)

- **The closing date for applications is 31<sup>st</sup> May 2024**
- **Shortlisting will take place w/c 03<sup>rd</sup> June 2024**
- **Interviews will be held week commencing 10<sup>th</sup> June 2024**