

<b>Job Title:</b>	<b>Deputy Chief Executive and Director of Shared Services</b>
<b>Reporting to:</b>	<b>Chief Executive</b>
<b>Salary:</b>	<b>£90,000 - £115,000, plus benefits</b>
<b>Location:</b>	<b>Home Based</b>
<b>Date:</b>	<b>January 2026</b>

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## 1. About JCQ

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JCQ is a membership organisation for awarding bodies offering general, vocational and technical qualifications in the UK. The UK awarding body sector is amongst the most diverse in the world and a vital part of the education landscape. JCQ is a community interest company, funded by its members: AQA; Cambridge OCR; CCEA; City and Guilds; NCFE; Pearson; WJEC and associate member OCN NI.

JCQ's vision is to set the benchmark in qualifications administration, making guidance and processes clear, equitable and accessible. This matches our mission to provide clear and consistent arrangements for qualifications and to streamline processes for schools, colleges and other education establishments. JCQ is committed to support our members in responding to new challenges, unexpected disruptions, qualification reform and the potential expansion of digital assessment.

### 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.

More information on JCQ can be found on our website and in the [JCQ-Strategic-Plan-2025-2030.pdf](#).

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## 2. Job Purpose

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The Deputy CEO and Director of Shared Services role is one of the most important senior leadership roles at JCQ. It involves operating in a complex environment, working across the UK education system, working closely with JCQ members, suppliers and external stakeholders, including regulators and government departments. The role involves leading the transformation of JCQ's well established shared services and being responsible for their continuous improvement. The role will also involve

developing new shared services as and when appropriate to meet the changing needs of awarding bodies operating with over 6,000 schools and colleges across the UK in supporting JCQ's aims and mission.

JCQ shared services include the Centre Inspection Service, Centre Admin Portal (CAP) and Access Arrangements Online, production of key guidance and regulatory documents to uphold the integrity of the UK qualifications system and the National Centre Number Register. Other shared services include but are not limited to activities related to the use of AI in assessments, UK centres that support private candidates, results publications and JCQ members' data sharing arrangements with other organisations such as UCAS. In addition to leading JCQ's shared services the role will involve overall leadership for JCQ's Corporate Services unit, which is responsible for supporting the JCQ team, plus JCQ's 25 plus committees and the wider JCQ membership, which involves at least 300 active members including the JCQ Board. The Board sets the strategic direction and funding arrangements for JCQ. The role will involve regular engagement with Board members and other senior colleagues across the membership.

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### 3. Principal Responsibilities

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- Support the Chief Executive in providing strategic leadership oversight and managing the organisation across all business functions. Lead the implementation of effective governance process and contribute to budget oversight and people management. Advise the Board, Responsible Officers and other expert committees in a credible and authoritative manner.
- Represent JCQ and its members in collaboration with the Chief Executive when engaging with senior stakeholders, including government officials, school and college leaders, teacher and school leader associations, UK regulators, and the media.
- Lead the transformation of JCQ services to modernise and achieve efficiencies for both members and schools and colleges. This will involve leading large-scale, cross-industry projects as required.
- Govern all shared service contracts, safeguard compliance, and drive best practice in tendering, monitoring, and renewal. Oversee contract managers and corporate services colleagues to ensure robust governance underpins every agreement.
- Shape and embed UK qualification policy in partnership with the Chief Executive and JCQ membership, aligning services to reduce administrative burden on centres while advancing sector-wide improvements.
- Advise and support the Chief Executive and JCQ Board on appropriate responses to challenges and opportunities facing the qualifications sector, including timely reactions to events and inquiries, contributing to short-term and longer-term strategic assessments and solutions being implemented.
- Champion JCQ's credibility and value to its members, associate members and key stakeholders, supporting initiatives that maintain respect and credibility, being an excellent ambassador for the organisation.
- Provide senior level leadership to the JCQ team, ensuring colleagues are empowered to deliver the JCQ strategic plan and are ambitious in their achievements against the annual operating plan. Includes specific responsibilities for staff in JCQ's examination and corporate service units.
- Cover the CEO during periods of absence.

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**4. Person Specification**


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Criteria	Essential (E) or Desirable (D)
<b>Experience/ability</b>	
An inspiring and engaging leader with strong interpersonal skills and high emotional intelligence. Extremely resilient, with the ability to adapt and work with a range of experts in a fully remote environment within a complex network of suppliers, customers and stakeholders.	E
Extensive knowledge and experience of the education system, qualifications and assessment, political and policy context.	E
Senior management level experience with a clear ability to provide strategic leadership and lead effective multidisciplinary teams. Experienced and capable in delegating decisions and empowering others to develop and grow.	E
Successful management of senior stakeholder relationships to achieve challenging outcomes. Ability to negotiate and work under pressure, within a high stakes demanding environment.	E
Highly collaborative, with extensive experience of working with complex relationship dynamics to achieve successful outcomes. Adept at being flexible, calm and creative in difficult crisis type situations.	E
Proven experience in leading transformational initiatives and driving improvements in critical services or deliverables, achieving measurable impact. Able to lead changes in culture and ways of working.	E

Technical Qualifications/Knowledge	Essential (E) or Desirable (D)
Degree level or equivalent management experience.	E
Understanding of government and awarding body operations.	E
Extensive experience of working in the education sector, including managing complex contracts, including large-scale national agreements.	E
Exceptional project management expertise, and ability to leverage tools and methodologies to deliver strategic outcomes via collaboration. MBA Desirable.	E and D

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## 5. JCQ value-based competences

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### **Results Focused**

- Strives to meet or exceed ambitious performance objectives and quality standards.
- Adds value by delivering results through continually finding sustainable improvements in methods and processes.

### **Member and Team Focussed**

- Demonstrates a commitment to support members and customers in a way that best meets their needs.
- Makes efforts to understand member and stakeholder expectations and providing a high quality service for a long-lasting and mutually satisfactory relationship.
- Personally contributes to effective team working by working collaboratively with others and accepts support from others.
- Understands the needs and goals of others and adapts their own views and behaviour when appropriate.
- 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**

- Identifies and understands personal strengths and improvement areas for self and others.
- Seeks and is open to improvement in ability, skills and knowledge, and motivation of self and others.
- Actively encourages others to exercise initiative and judgment, gives specific and regular constructive feedback.

### **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.
- Ensures expectations are clear and provides regular constructive feedback and recognises the accomplishment of others.

### **Communication**

- Communicates effectively at all levels using various appropriate methods of communication.
- Actively listens taking others' views into account, is able to put forward arguments and influence decisions and achieve positive outcomes.
- 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.
- Effectively engages or leads change programmes, remains positive despite setbacks and ambiguities.