

Associate Director: Head of Profession

Reports to:	CEO
Direct reports:	Policy Manager
Liaisons:	Senior Management Team, Research Advisory Panel, Technical Special Interest Groups, Standards Panel
Based:	CQI office, London

Role Purpose

As the technical lead for the CQI, the Head of Profession has responsibility for leading on the development of quality management practice and quality professional capability. They will lead in ensuring that technical validity of the CQI's technical quality professional assets and research are in line with the CQI's purpose and strategy.

Key Responsibilities

Planning

- Lead the process for understanding the changing external environment and stakeholder requirements with respect to quality profession competence, to ensure that the CQI competence assets remain relevant and up to date.
- Plan the CQI's research and 'thought leadership' development to support development of quality management practice and quality professional competence, and as an input into current and new services.
- In conjunction with the Head of Membership plan strategies for effectively communicating with and engaging the CQI's members in the development of quality management method and approaches.
- Design the financial, team and external resources required to deliver plans.

Executing

- Execute the process for understanding the changing external environment and stakeholder requirements with respect to quality profession competence.
- Deliver planned research and thought leadership assets.
- Provide technical support to the ED Membership and Commercial Services to ensure technical robustness in delivery of CQI products and services.
- Manage the performance of related CQI committees/advisory groups, and external partnership arrangements.
- Represent the CQI with members (including branches, special interest groups, corporate partners) and allied external bodies/partners.

Monitoring and Reporting

- Provide technical knowledge and direction in the review of the CQI's strategy deployment across all areas of the business, challenging assumptions and decision-making as appropriate.
- Monitor progress in the execution of strategies, plans and budgets and submit performance reports.

Final

Improving

- Manage the development of the CQI competence framework and body of knowledge in response to current and emerging changes required within the quality management discipline.
- Work with ED Membership and Commercial Services to review and develop membership standards, learning assets and content to ensure they remain up to date, and support the development of new services from a technical point of view.
- Adapt plans and activities based on monitoring of performance.

Leading, Managing and Analysing Skills

- Establish and maintain a strong relationship with the CEO, SMT and volunteer members to deliver technical leadership for the profession.
- Role model the Behaviours for Success and work with direct reports to ensure they understand and demonstrate the Behaviours consistently.
- Manage the performance of direct reports through coaching and structured management/development activities, including regular one-to-one meetings and PDRs.
- Act as an ambassador for the CQI, representing the organisation internally and externally.
- Any other activities as directed by the CEO, within reason.

Requirements to Succeed in this Role

Essential

- Fellow of the Chartered Quality Institute, or equivalent level.
- Expert knowledge and experience at a senior level in the successful delivery of governance, assurance and improvement in a variety of sectors, and in developing quality management practice.
- Recognised leadership capability, with the vision and ability to establish effective relationships with an executive and partners to deliver change.
- Exceptional interpersonal skills, possessing the ability to maintain credibility and to influence people at all levels of the profession and its stakeholders.
- Excellent communication and presentation skills.
- Proven ability to motivate and engage teams.

Desirable

- Experience in research and working with research partners.
- Experience directing and supporting stakeholder panels and groups.
- A post-degree business qualification.

Success Measures for the Role

- Satisfaction of stakeholders with CQI competence framework and technical requirement in membership standards, learning and content assets.
- Satisfaction of members with research and thought leadership outputs.
- Effectiveness of relationships with executive, voluntary and partner colleagues.

Final