



Job Description

Post:	Newly Qualified Nanny (NQN) Manager	Grade:	I/J
Department:	Graduate Placements, Employment & Alumni		
Team:	NQN		
Responsible to:	Head of Graduates: Placement, Employment & Alumni (GPEA)		
Responsible for:	NQN Consultants & NQN Recruitment Administrators		

Main Purpose:

- Manage the Newly Qualified Nanny (NQN) aspect of the Norland Diploma, placing, supporting, and assessing NQNs.
- Teach on programmes delivered by Norland.
- Be the module lead for the NQN and employment units of the Norland Diploma.
- Always provide high quality customer service when dealing with email, telephone and face to face enquiries from staff, students, and external parties.
- Be a Brand Ambassador of Norland at all times.

Specific Duties:

- Line manage the NQN Consultants and NQN Recruitment Administrators, ensuring a high level of service is provided to students, NQNs and relevant stakeholders.
- Oversee the daily operations of the NQN team.
- Oversee the planning and teaching of the Employment and NQN unit as well as employment weeks.
- Oversee the marking and assessment of students' and NQNs' course work and assignments with the support of the NQN Consultants and NQN Recruitment Administrators, ensuring Norland Diploma Assessment Regulations are met.
- Engage with the wider academic team and report trends or patterns in employer requirements to ensure Norland training and qualifications are kept up to date and relevant.
- Oversee the practice elements of the NQN unit and support the NQN Consultants to assess performance.
- Oversee the work of the NQN Recruitment Administrators to ensure NQNs are prepared and supported with regard to their employment.
- Work with the NQN Recruitment Administrators to ensure effective mediation between employers and NQNs in relation to employment queries.
- Liaise with and support NQN clients to ensure the highest levels of quality and service is provided by the team and use this professional working relationship to gather information to inform assessment of the NQN.
- Oversee the budgets for NQN activity and employment weeks.
- Develop and maintain strong links with the Recruitment and Alumni Manager and the Agency to support students' progression through their NQN year and into employment.
- Develop professional relationships with NQNs in order to support them in their first employment position.

- Oversee the use of the CRM database to keep accurate records and share information across the team.
- Implement processes and procedures, including producing documentation, for the effective management of administration within the NQN team.
- Create and evaluate the NQN and NQN employer perception survey and report these to the relevant Boards.
- Assist the Head of GPEA to create and update a comprehensive NQN enhancement plan in order to support and achieve the strategic aims and objectives of the organisation. Provide updates for the Principal's report to the Board.
- As directed by the Head of GPEA, supervise implementation of the NQN elements of the enhancement plan and annual report action plan to meet objectives on time.
- Create the NQN annual report and action plan and report progress to the Programme Committee and Academic Board.
- Work with the Recruitment and Alumni Manager to support the NQNs' natural progression to work with the agency to find employment.
- Work with the GPEA team to promote a programme of networking events for Norlanders, NQNs and students. Ensure that all NQN Consultants have an opportunity to attend these events for networking and support purposes.
- Liaise with the Digital Marketing and Student Recruitment Manager and the Recruitment and Alumni Manager to ensure information on the NQN page on the Norland website is up to date and relevant.
- Have the academic freedom (within the law) to question and test received wisdom, and to put forward new ideas and controversial or unpopular opinions, without risk of retaliation or censorship from other colleagues or Norland as a whole.
- Be part of the Operational Leadership Team (OLT) by participating and contributing to OLT meetings and being a positive role model to others as a senior member of staff.
- Be willing to undertake Fire Warden and First Aid training and be a key holder to assist in opening and closing the building as and when required.
- Work with internal departments to ensure operational procedures are fully complied with.
- Take ownership of continued personal development (CPD) within your role and identify personal training needs.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with Norland's policies and procedures, as laid out in the Financial Regulations.
- To undertake any other duties, as required from time to time.

For Grade I post holders only - Please note there will be line management responsibilities with this post. This is recognised in accordance with the Responsibility Allowance Policy and is awarded after completion of a successful twelve-month probationary period.

General:

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

- Have full regard for Norland's equality and diversity, health and safety and safeguarding requirements.
- Achieve individual and team targets assigned through Norland's annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.

- Operate within approved income and expenditure budgets.
- Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.
- Be subject to Norland's approved strategies, policies and procedures and undertake all duties in line with these.
- Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.