

Quality Manager

Job Description and Person Specification

Terms and conditions

Salary range:	Pro rata £28,800 - £34,400 depending on experience (£36,000-£43,000 FTE)
Hours:	28 hours per week (FT 35 hours per week). Normal office hours are 9.30pm to 5.30pm and staff work flexibly around these. Hours and hybrid working can be negotiated (one day per week minimum from the office). Some attendance at meetings and events outside office hours will be required.
Contract:	12-month fixed term contract, with the potential to become permanent
Holidays:	33 days including bank holidays, pro rata
Reports to:	Management Committee Lead (Registry and Student Experience)
Key working relationships:	Senior Leadership Team, Registry and HR Managers, Admission Team, Course Leaders, IT team

How to apply

Please apply by sending your CV, a covering email detailing how you meet the person specification and the monitoring forms available on our website by **12pm on Monday 26th October 2026** to Afua Pierre, HR & Governance Manager hr@minstercentre.ac.uk.

We reserve the right to close this vacancy early if we receive sufficient applications for this role. If you are interested, please submit your application as early as possible. For further information please contact Rory Page, Management Committee Lead by email rory@minstercentre.ac.uk

We particularly welcome applications from people from underrepresented groups in the field of psychotherapy and counselling and in our organisation, including people from global majority communities, the LGBTQI+ community, care leavers, people with disabilities and those from other minoritised groups.

To fulfil the role, you must be resident in the UK and have the right to work. You will be required to provide proof of your eligibility to work in the UK.

If you are a practising therapist, please review whether you currently have any Minster Centre students as clients and in which year and let us know if this is the case so that we can manage any potential dual relationships. Due to the nature of this role, we regret that we cannot accept applications from current Minster Centre students.

A note about AI: We recognise the value of AI in helping to refine job applications; however, we prefer candidates to write their own personalised cover letters and CVs. AI software frequently generates applications that are generic, impersonal, or repetitive. At the Minster Centre, we appreciate authenticity – An application that has been primarily self-generated gives us an opportunity to assess your unique interpersonal skills and relevant experience.

We look forward to receiving your application!

Background and summary of the job

The Minster Centre is a registered charity, limited company, and leading specialist provider of integrative counselling and psychotherapy training based in Queen's Park, London. Established in 1978, we have trained thousands of therapists and maintain an extensive, vibrant professional community. We currently have around 400 students enrolled across courses ranging from open-access introductory workshops to postgraduate degree programmes.

Our courses are accredited by the UK Council for Psychotherapy (UKCP) and the British Association for Counselling and Psychotherapy (BACP), with our academic degree programmes validated by Middlesex University. We are also registered as a higher education provider with the Office for Students (OfS). In addition to our training, the Minster Centre Psychotherapy & Counselling Service (MCPCS) offers safe, affordable counselling to the local community, delivered by advanced trainees under professional supervision.

About the Role

The Quality Manager oversees quality assurance, regulatory compliance, academic governance across all training programmes—from introductory courses to validated MA degrees, and complaints. Reporting to the Management Committee Lead (Registry and Student Experience), the Quality Manager ensures that our academic standards, validation processes, administrative operations, and complaints handling, run efficiently to support staff, students, and external regulatory bodies. This is a varied and pivotal role, essential to delivering The Minster Centre's strategic objectives and charitable mission.

About You

The successful candidate will be educated to degree level (or equivalent) with relevant experience in Higher Education quality assurance, validation, academic governance, and complaints handling. You will be a self-motivated professional with a proven track record, excellent interpersonal skills, and the ability to navigate a complex, regulated environment.

This role is ideal for an adaptable quality specialist looking to bring their expertise to a rewarding, not-for-profit training environment at the intersection of higher education and clinical practice.

Duties and Responsibilities

Academic Quality, Validation & Accreditation

- **Regulatory & Validation Compliance:** Ensure the Minster Centre maintains full compliance with Office for Students (OfS) conditions of registration, validating partner requirements (Middlesex University), professional body standards (BACP, UKCP), and sector benchmarks (including the QAA Quality Code).
- **Course Design & PSRB (Professional, Statutory and Regulatory Body) Standards:** Provide expert guidance to academic staff on the design, approval, and modification of modules and courses, ensuring strict alignment with university validation frameworks and PSRB requirements.
- **Audits & External Reviews:** Lead the preparation for and co-ordination of external quality reviews, course revalidations, professional body accreditations, and statutory reporting.
- **Annual Monitoring & Reporting:** Oversee the submissions to accrediting bodies, including the Prevent return to the OfS, the OIA return, and Educational Monitoring and Enhancement Reports (EMER) to Middlesex University. Ensuring External Examiners' reports and action plans are processed and published in a timely manner.
- **Horizon Scanning:** Maintain oversight of national developments in higher education quality and regulation (e.g., OfS and OIA updates), actively engaging with sector networks (e.g., QAA working groups, peer HE quality forums) to benchmark and share best practice.

Governance, Student Voice & Casework

- **Student Voice & Committees:** Oversee mechanisms for student representation and feedback, ensuring student perspectives inform institutional decision-making. Preparing student reps, taking minutes, and co-ordinating action plans for the three Board of Studies meetings per year, Quality Committee, and Diversity and Inclusivity Committee.
- **Complaints & Appeals:** Act as the primary institutional point of reference for student casework (complaints, and appeals), and co-ordinating the complaints handling process, whilst liaising with the Registry Team, Training Committee, and external bodies like the OIA (Office of the Independent adjudicator) where necessary.

- **Teaching & Learning Enhancement:** Support the Senior Leadership Team in implementing and evaluating the impact of learning, teaching, and assessment strategies—including designing, facilitating, and analysing student surveys, focus groups, and quality improvement plans.
- **Policy Library:** Collaborate with the HR Manager to periodically review The Minster Centre’s policy library and liaise with relevant staff on policy updates.

Compliance, Information & Communications

- **Policy & Consumer Protection:** Lead the annual review and update of essential documentation (Student Handbooks, Staff Handbooks, Moodle course information), ensuring strict compliance with consumer protection legislation (CMA guidelines) and HE regulations.
- **Information Quality Sign-Off:** Work alongside relevant staff to review external-facing communications (website content, course descriptions, and marketing material) for accuracy, transparency, and regulatory compliance.
- **Service Quality:** Support the Senior Leadership Team in evaluating and maintaining quality standards across The Minster Centre’s clinical and therapy services.

Institutional Contribution & Strategy

- Serve as an active member of the Training Committee and represent The Minster Centre with external partners, including Middlesex University, BACP, UKCP, and the OfS.
- Support major institutional events (such as graduations and conferences) and collaborate on contemporary CPD initiatives that promote The Minster Centre’s ethos and training.

General Terms & Conditions

- This list of duties is not exhaustive. The post holder may be required to undertake other duties appropriate to the grade and nature of the role, in agreement with the Senior Leadership Team.
- The post holder is expected to adhere to all institutional policies, procedures, and statutory requirements, including Equality, Diversity & Inclusion, Health & Safety, and Data Protection legislation (including UK GDPR and the Data Protection Act 2018).

Person Specification

The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria.

	Essential	Desirable
Qualifications and knowledge	• Educated to degree level, or equivalent experience. • Good understanding of quality assurance and enhancement systems in UK Higher Education or professional body accreditation (including course design, validation, and student voice mechanisms).	• Higher Education Academy (HEA) Fellowship or SEDA accreditation. • Understanding of OfS regulatory conditions (specifically B Conditions for Quality & Standards).
Skills/Abilities	• Excellent oral and written communication skills with strong attention to detail. • Strong interpersonal skills with proven ability to build relationships with staff and students at all levels. • Analytical mindset with the ability to interpret complex regulatory frameworks and analyse data (e.g., student survey data). • Proven ability to manage a varied workload, juggle competing priorities, and meet strict external deadlines. • Highly proficient in Microsoft Office (Word, Excel, Outlook) and comfortable navigating VLEs (e.g., Moodle).	• Ability to design student feedback surveys and qualitative focus group frameworks.

Relevant Experience	• Experience working in academic quality, compliance, governance, or course administration (ideally within UK HE or PSRBs). • Experience servicing academic committees and drafting formal reports/minutes. • Experience supporting student voice initiatives. • Experience managing complaints, or student casework. • Experience reviewing public-facing information for accuracy and compliance.	• Experience managing university validation events, QAA reviews, or professional body accreditations (e.g., BACP, UKCP). • Experience working in an alternative HE provider or a counselling/psychotherapy environment. • Experience updating website content or managing digital learning environments (Moodle).
Personal Qualities	• Professional, approachable, and constructive manner. • High level of personal integrity, diligence, and conscientiousness. • Commitment to promoting equality, diversity, inclusivity, and social justice in a learning environment. • Alignment with The Minster Centre's ethos and empathy with students undertaking vocational therapy training.	

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any convictions, cautions, reprimands and final warnings that are not protected on the form provided.