

PRIVATE & CONFIDENTIAL

Candidate Brief



Kaplan

Head of Equality and Quality

U0103

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For a confidential conversation please contact Sarah Thewlis, Managing Director of Thewlis Graham Associates on 0207 850 4781 or email applications@thewlisgraham.com.

I. About Kaplan

We design and deliver world-leading professional assessments. In 2018, we were appointed as the independent assessment organisation for the new Solicitors Qualifying Examination (SQE) which has now received Legal Services Board approval and will be introduced in 2021. This will become the sole route to qualifying as a Solicitor of England and Wales and be taken by upwards of 13,000 candidates per year.

We are part of the Kaplan group, one of the world's largest and most diverse education and assessment providers. We operate in over 30 countries and maintain relationships and partnerships with more than 1,000 school districts, colleges and universities, professional bodies and over 10,000 businesses. Our vast breadth and scope in terms of both capabilities and assets sets us apart.

As an employer, we work hard to make sure this a great place where everyone has an opportunity to succeed, regardless of sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice, [click here](#).

How you'll help us succeed

This is a challenging and varied role which offers an exciting opportunity to be part of the team responsible for delivering a major new licensing examination. You'll play a leading role in ensuring compliance with the Equality Act 2010 including promoting equality of opportunity for members of minority protected groups, in answering more complex candidate correspondence relating to exams, especially results, in overseeing the process for adjudicating on appeals, and in considering complaints.

2. The role and responsibilities of the Head of Equality and Quality

Location: Flexible

Grade: A2

Reports to: Academic Director SQE

Direct reports: Equality Manager, Quality Manager

Key stakeholders: SQE Candidates, SQE Team, Solicitors Regulation Authority, Kaplan Legal Counsel

Responsibilities:

Your role will include:

- Further developing relevant policies and procedures for the SQE following relevant good practice guidelines and taking internal, and on occasion external, legal advice as necessary
- Acting as the team expert on equality, quality and appeals
- Acting as the team expert and point of escalation, in liaison with the Kaplan Data Protection Office and Kaplan Counsel, on Subject Access Requests and the General Data Protection Regulations
- Recruiting and ultimately leading the team dealing with complaints, appeals, and equality issues including reasonable adjustments
- Supporting team members in managing more complex cases and, on occasion, dealing with more complex cases personally, in line with relevant policies and procedures
- At busy times such as when results are issued, assisting with the general workload of the team
- Identifying business risks and remediations including taking internal and, on occasion, external legal advice where appropriate
- Taking the lead in developing and ensuring adherence to integrated systems to update registers and provide data for the SRA on complaints, reasonable adjustments, appeals etc
- Writing, collating and reviewing reports (including regular reports on complaints, appeals, customer satisfaction and reasonable adjustments) for the senior management team and regulatory bodies. Reporting to the Assessment Board. Monitoring and supporting the implementation of agreed recommendations.
- Leading on the design, implementation and management of an efficient and effective SQE candidate survey platform.

In addition, you'll also carry out other duties, within the broad scope and spirit of your role, as requested by your line manager or senior manager. Our business is continuously evolving, so your job description will evolve too.

What you will bring:

Essential

- Professional qualification as a solicitor of England and Wales ·
- Senior level experience of equality, quality and appeals in a challenging professional

assessment and/or HE environment

- Exceptional communication skills – both written and verbal, including the ability to draft clear, succinct and relevant correspondence and policy documents
- The ability to lead, manage and develop a team
- The ability to understand assessment methodology including its statistical aspects
- The ability to think both originally and analytically
- Strong administrative skills including organisational, time and document management skills and attention to detail
- Strong presentation skills

Desirable

- Experience of equality, quality and appeals in a professional legal assessment environment
- Experience of applying reasonable adjustments in a professional legal assessment environment
- Experience of working in a professional environment with a variety of stakeholders

4. Remuneration and benefits

The salary for this role will be £58K - £78K

Core benefits

Annual leave - 28 days annual leave in addition to the normal bank holidays (pro-rata for part-time employees).

Company pension - Up to 5% contribution towards your company pension.

Life assurance - The scheme pays a lump sum of 4 x your basic salary to your nominated person should you die while employed by the company.

Income protection - If you are sick for over 26 weeks while you are a member of the scheme and if your claim is accepted the scheme pays up to 50% of your salary.

Private medical - After successful completion of your probationary period, you are eligible to join at the company's expense.

Salary sacrifice benefits

Cycle scheme - Get 40% off the price of a bike and spread the cost over a year.

Salary sacrifice health screening - Salary sacrifice for an annual health screening.

Pension saver - Make tax efficient personal contributions to your personal pension.

Free benefits

Employee assistance programme - This confidential service provides practical information, referrals to local services and even counselling on a wide range of issues from relationships to work-life balance, childcare to elder care, moving home to retirement, consumer issues to debt management.

Volunteer days - All employees can take up to two paid days off to support a charity or good cause which is dear to them.

Eye tests - Receive a free eye test if you use a computer display screen as part of your normal day to day work, and also receive up to £50 towards your glasses.

Salary deduction benefits

Season ticket loan - Buy an annual season ticket to travel to work and spread the cost over the whole year.

Annual leave purchase scheme - Boost your annual leave entitlement by purchasing up to 20 days a year.

Company discounts

Your benefits discount scheme - Enjoy discounts and cash back at your favourite high street stores and online.

The Gift of Knowledge - Discounts on Kaplan courses for family.

Taste Card and Gourmet Society - Enjoy 2 for 1 or 50% off the bill at over 5,500 restaurants all over the UK as well as discounts on a whole host of other outings and activities.

Discounted gym membership - Enjoy lower corporate rates at over 2,000 gyms in the UK.

6. Timeline, Application Process and How to apply

Timeline

Dates	Activity
26 February 2021	Applications close
w/c 1 and 8 March	Thewlis Graham consultant interviewing of interested candidates
w/c 15 March	Client Interviews

Application Process

Thewlis Graham Associates will acknowledge all applications. These will be assessed against the criteria in the Role and Responsibilities section and the people who best meet these will be invited for a Covid-secure online interview with Thewlis Graham Associates.

Those candidates not invited to interview will be advised by email by mid-March.

Longlisted candidates will be advised by email. After a consultation between Kaplan and Thewlis Graham Associates a Shortlist will be drawn up and Shortlisted candidates invited for interview with the Client.

How to Apply

To apply for this role, please email in word format to applications@thewlisgraham.com the following documents quoting reference **U0103**: -

1. A comprehensive CV
2. A covering letter containing:
 - a full explanation as to why you feel you are suitable for the role and your motivation for applying,
 - your current remunerations details and notice period, and
 - the name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Do not hesitate to contact Claire Drummond on 020 7850 4781 if you have any queries.

Additionally, if you would prefer to receive this candidate brief in a more accessible format, please contact us.

Diversity Monitoring

Diversity Monitoring is independent of the recruitment process but please do complete your completed diversity monitoring form as Thewlis Graham Associates is committed to monitoring and analysing diversity information so that we can ensure that our processes are fair, transparent, promote equality of opportunity for all, and do not have an adverse impact on any particular group.

The link to this form is here: [click here](#). If you have any problems with this please contact Tracey on: tct@thewlisgraham.com.

Any information provided on this form will be treated as strictly confidential and will be used for statistical purposes only. It will not be seen by anybody directly involved in the selection process. No information will be published or used in any way which allows any individual to be identified.

Thank you