**Jane Heppenstall**

**CV**

**October 2018**

**Current Employment**

**Lecturer, Dundee and Angus College and University of Highlands and Islands**

I am a Housing Tutor in the Business Team at Dundee and Angus College. I write course materials, support online students and mark assessments for the College’s Chartered Institute of Housing programme (Certificate and Diploma).

I also deliver the Chartered Management Institute’s Leadership and Management Development programme at Dundee and Angus College and for the University of Highlands and Islands, carry out SVQ assessments and lecture HND classes in office management.

**My other roles include**

* Housing Member of the First Tier Tribunal (Housing and Property Chamber).
* Webinar delivery on freelance basis for solicitor CPD requirements, (specialising in security of tenure across all tenure types, homelessness legislation and policy, equality issues in housing and relationship breakdown)
* Committee member at Wellhouse Housing Association, Glasgow.
* Recently managed a team (2015-2018) delivering Housing Support Services in Perth and Kinross as part of the local authority’s prevention of homelessness strategy. Referrals received from Social Work and team supported 80 service users with a range of challenging issues. Implemented improvements to upgrade from 5 to 6 with Care Inspectorate.

**Most recent full time employment**

**Enterprise Manager (Learning and Information) Shelter Scotland, June 2006 to May 2015**

* I was responsible for the content and delivery of Shelter Scotland’s e-learning programme meeting the housing knowledge competences of the Scottish National Standards for Information and advice Providers (Homepoint training). I led delivery of this award as a Professional Development Award with the SQA. I was the internal verifier for the award and coached staff to ensure content reviewed and assessment and marking standards maintained for up to 600 learners a year.
* I led the team on development of new e-learning, blended learning and face to face training. For example, I completed writing a suite of blended learning modules which gained accreditation with the Money Advice Service and coached the team to begin delivery. I also joined a team of subject specialists at SQA to develop a new award on the theme of tenancy sustainment.
* I continued to deliver classroom training myself throughout my time as manager, focusing on piloting new courses and audiences, for example going to Shetland to pilot a course for an RSL on working with the Equality Act and delivering an intensive two day Security of Tenure course for CABx and partners on Skye.

**Previous Employment history summary**

Training Support & Development Officer, Shelter Scotland, July 2001- June 2006

Housing Advice Worker, Shelter Scotland April 1995- July 2001

# Welfare Rights Officer 1992 -1995

Residential Care Worker 1989 -1990

Housing Benefit Assessment Officer Cambridge City Council 1988

Housing Benefit Assessment Assistant Cambridge City Council 1988

Rent Accounts Officer, Cambridge City Council 1987

**Education**

# Edinburgh University September 1990 – June 1992

Certificate in Social Work (CQSW) and Masters in Social Work

**New Hall**

**Cambridge University September 1984 - June 1987**

Philosophy B.A. (Hons) 2/1

**Harry Cheshire High School September 1979 - June 1984**

9 “O” levels and 3 “A “levels

**Professional Training and Qualifications**

# CQSW/MSW

Social Work qualification (CQSW/Masters in Social Work) (Edinburgh University)

**Certificate in Training practice with the CIPD**

Completed in April 2006 via Chartered Institute of Personnel and Development (Associate Member)

**Leadership and Management Development Programme** completed March 2012

**SQA Unit writing workshops** attended in preparation for co-authoring Unit in 2015

**PDA/SVQ Workplace Assessment Using Direct and Indirect Methods/ LD9DI** awarded September 2016. Currently working towards verification qualification.

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**PDA Teaching Practice in Scotland’s Colleges** awarded June 2017