

Senior Quality Officer - Academic Quality Unit - Grade G

Job Description

Purpose

To be responsible for defined academic quality functions and operation of defined area(s) of work or process within the Academic Quality Unit; including the proactive provision of professional support for and the on-going development of and implementation of processes and systems in support of a defined area of specialism.

To provide high level support to Schools and the work of the Academic Quality Unit in their quality assurance and regulatory work (including Office for Students, OFSTED, QAA).

Duties

1. To provide professional advice and proactive management of course approval, review and monitoring activities in relation to both on-campus and collaborative provision within the UK and overseas, being able to interpret regulations and follow university processes in complex situations and convey them to others.
2. To provide professional advice and guidance on academic regulations, quality assurance and student facing policy and practice to academic schools, external partners, Academic Registry and other teams in the university as required.
3. To manage and be accountable for the development and implementation of administrative operations and processes in relation to quality assurance to ensure they meet University and statutory requirements, and that regulations are applied as required
4. To act as a lead Business Partner for a cluster of academic schools applying professional knowledge and experience to ensure the provision of effective support, advice and guidance in quality matters while ensuring that compliance is maintained
5. To provide a pro-active and professional support service to University committees and to participate in and service ad-hoc working groups and audits as required,
6. To coordinate and support the review and revision of university quality procedures, policies, regulations and supporting documentation in light of experience and external requirements ensuring that they reflect sector best practice.
7. To coordinate and contribute to the publication and dissemination of university procedures, policies and regulations and appropriate administrative and academic staff training.
8. To manage and coordinate high level and proactive administrative support for the University's preparation for external accreditation and reviews (including but not limited to External Quality Assessment for end-point assessment, OFSTED inspection)

9. To support academic schools in the management of institutional records in relation to professional body accreditation and approval.
10. To ensure that all processes managed by the Academic Quality Unit are well documented and defined, efficient, user-friendly and fit-for-purpose. To ensure that relevant documentation is made available as required
11. To draft and prepare reports as required, gathering and manipulating management information, undertaking research, interpreting data and offering recommendations as appropriate.
12. To ensure that systematic, accurate and appropriate records are maintained in relation to all academic quality assurance documentation. To ensure that all records are maintained and updated appropriately, that they are available and easily accessible and to ensure the accuracy and integrity of the information and data handled by the Academic Quality Unit.
13. To undertake document management with respect to archives, being mindful of legislation and regulations on data protection, freedom of information and intellectual property rights and maintaining standards of security and confidentiality.
14. To undertake specific research and manage projects to enhance academic quality policies and procedures.
15. To proactively engage in CPD to support own development and inform professional practice.
16. To keep abreast of sector developments in relation to academic quality and standards and regulation (Office for Students, OFSTED, QAA etc).
17. To undertake line management and appraisal of relevant staff within the unit
18. To adopt and demonstrate values and behaviours which are aligned to UCLAN's values, ensuring that the role is fulfilled by supporting teamwork, compassion and attention to detail.
19. From time-to-time to undertake such other duties appropriate to the grade as determined by the Director of Academic Quality and Enhancement or Academic Quality Unit Management team.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Significant experience as a senior administrator in a higher education environment (Application/Interview)
- Demonstrable experience of quality assurance and/or regulatory procedures including significant experience of course approval and review activity (Application/Interview)
- Substantial experience of committee servicing and follow up (preferably within a higher educational setting) (Application/Interview)
- Experience of managing projects and establishing effective new administrative systems and procedures (Application/Interview)

- Substantial experience of building and maintaining relationships with staff at all levels and key external stakeholders (Application/Interview)
- A good honours degree (2:1 or above) or equivalent relevant professional experience (Application)
- Ability to define priorities for self and others and work flexibly and effectively under pressure across a range of projects to meet demanding deadlines (Application/Interview)
- Evidence of successful persuading, negotiating and influencing skills with a track record of sustaining strong internal relationships (Application/Interview)
- Demonstrable evidence of both strong written and verbal communication skills to present information clearly and succinctly with excellent IT skills, in particular Excel, Word and databases (Application/Interview)
- Evidence of analytical and complex problem-solving skills with the confidence to take decisions and act to resolve situations and the ability to quickly assimilate complex information and provide expert opinion, reports or specialist advice. (Application/Interview)
- Ability to identify new opportunities and develop creative and innovative solutions to current challenges (Application/Interview)
- A demonstrable commitment to service excellence and continuous service improvement (Application/Interview)
- Demonstrable ability to adjust to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas (Application/Interview)
- To take a flexible attitude to working hours, including occasional evening and/or weekend working, and be willing to travel to events both in the UK and occasionally overseas. (Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Good understanding of University academic regulations and procedures (Application/Interview)
- Knowledge of QAA Quality Code, framework for higher qualifications and use of subject benchmark statements and knowledge of the UK Regulatory frameworks for higher education and skills (Office for Students, ESFA, OFSTED etc) (Application/Interview)
- Evidence of Continuing Professional Development (Application/Interview)
- Experience of committee support, policy and report writing (Application/Interview)
- Experience in the development of IT-enabled processes and experience in working with a student records systems (Application/Interview)