

Senior Academic Quality Manager - Academic Quality Unit - Grade I

Job Description

Purpose

To provide specialist professional advice to internal and external stakeholders and managerial support to the University's academic quality cycle through the design, implementation and evaluation of appropriate processes, policies and regulations. In particular, the post holder will manage a portfolio of policies and procedures relating to academic quality, standards and enhancement. This may include the following:

- Course Approval and Review
- Quality Assurance cycle
- Curriculum Management
- Collaborative Provision (TNE and UK)
- Academic Quality and Standards
- Enhancement projects

To build relationships with the academic community and to work collaboratively with professional service teams within the wider University to ensure the effective operation of academic quality, standards and enhancement activities and the integration, where appropriate, of requirements around data quality and assurance.

Duties

1. To take a lead role in the professional support for and operation of the University's Quality Assurance cycle (including course approval, monitoring and review activities undertaken by academic schools).
2. To manage the scheduling and professional servicing of activities relating to the Quality Assurance cycle, including course approval and review events for the University and its campuses and partners in the UK and overseas.
3. To ensure that University quality procedures, policies, regulations and supporting documentation meet QAA and other external requirements (including statutory, regulatory and professional bodies) and are kept under review ensuring that they reflect sector best practice.
4. To ensure appropriate approval and dissemination of revised procedures, policies and regulations and to provide specialist advice to staff and students and appropriate staff training in relation to course approval and review processes.
5. To provide support and training for Academic and Professional Services colleagues, University Review Panel Chairs and Panel Members and to oversee professional support for the University Review Panel Chairs Forum.
6. To take a lead role on the approval, operation and implementation of the university's course review processes and ensure that actions arising from such reviews are taken forward appropriately.
7. To ensure that University academic quality assurance documentation, course and module lists are maintained accurately and are disseminated effectively to the University community.

8. To prepare and present reports and briefing papers as required, gathering, manipulating and evaluating management information, identify solutions and making recommendations.
9. To co-ordinate and support academic schools in the management of institutional records in relation to professional body accreditation and approval.
10. To lead projects in relation to the work of the unit including contributing to business process improvement activities in relation to areas of responsibility to ensure they are effective, efficient and meet the University's regulatory and statutory responsibilities.
11. To contribute to the development of the work of the unit by membership and servicing of appropriate committees and working groups.
12. To act as a Strategic 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.
13. To support relevant external reviews, statutory returns and Professional Body events and to act as a professional ambassador for the Academic Quality Unit at University committees, projects or working groups and with external agencies or networks as appropriate.
14. To manage a team providing support to a cluster of schools under a business partner model and undertake the line management and appraisal of appropriate staff within the unit and to mentor, develop and support staff to ensure they perform to the best of their ability and are supported to develop their skills and careers.
15. To undertake effective 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.
16. To deputise where necessary for the Director of Academic Quality and Enhancement and other members of the AQU Management team and to undertake any other duties requested by the Director of Academic Quality and Enhancement commensurate with the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working with, drafting, and implementing quality assurance processes and regulations within a Higher Education setting (Application/Interview).
- Experience of delivering staff development, training and/or presentations to a varied audience (Application/Interview).
- Experience in developing, reviewing, and implementing new and often complex administrative processes and procedures (Application/Interview).

- Knowledge of the UK Regulatory frameworks for higher education and skills (Office for Students, ESFA, OFSTED etc.) (Application/Interview).
- Substantial experience of building and maintaining relationships with staff at all levels and key external stakeholders (Application/Interview).
- A degree or equivalent professional qualification/experience (Application)
- Evidence of continued personal and professional development (Application)
- Excellent written communication skills, including committee support, policy and report writing (Application/Interview).
- Ability to work effectively under pressure and to tight deadlines and to define priorities for self and others across a range of projects to meet demanding deadlines (Application/Interview).
- Excellent IT skills and ability to adapt easily to new applications and products (Application/Interview).
- Ability to develop, motivate and inspire a team (Application/Interview).
- Ability to assimilate complex information and provide expert opinion with confidence. (Application/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)

- Experience of course approval, monitoring, and review activities in a Higher Education setting (Application/Interview).
- Experience of Curriculum Management systems (Application/Interview).
- Experience in leading or managing projects (Application/Interview).
- Understanding and experience of governance frameworks in which universities operate (Application/Interview).
- Experience of Collaborative Provision and related quality assurance (Application/Interview).
- Familiarity with use of SharePoint, Office 365 (Application/Interview).