Job description

Date last reviewed: November 2013  by HoASSs and ADSEs

Department: All Faculties

Title of post: Quality Officer

Grade of post: 7

Post number: 

FT or % P/T: 

Principal location of work: 

Immediate line manager: Academic Administration Manager

Staff managed: None

Qualifications required for post: A-levels or equivalent experience

Experience required for post: Previous administrative experience, preferably in an HE environment. Good word-processing and IT skills and an understanding of centralised database management systems, excellent communication skills, excellent organisational skills, minute-taking, problem-solving skills and ability to work on own and as a member of a team.

Overall purpose of post: Working closely with the ADSE and PL Quality and Validations, to ensure the effective and efficient administration of quality related activity within the Faculty.

Main duties:

1. Responsible for maintaining faculty quality enhancement communication and information including documentation, databases and web pages

2. To manage faculty approval and internal and external review meetings by:
   - Organising approval and review meetings and events for existing and new programmes (including for example liaising with the Associate Dean Student Experience, PL Quality and Validation, relevant staff, students, PSRBs, and external visitors), including following up actions, room bookings, catering, parking etc
   - Providing administrative guidance to programme development teams to develop the relevant documentation.
   - Compiling relevant documentation pre and post approval, and for approval and review meetings including full committee servicing and report writing.
   - Attending faculty approval and review meetings and to draft reports for these meetings.

3. Working with the PL Quality and Validations and AD Student Experience to support the preparation for external quality audits and accreditations, including collecting and collating all relevant documentation and data and managing the administrative processes.

4. Work with the Associate Dean Student Experience, the Associate Dean Strategy and Development and the PL Quality and Validations to manage the administration of collaborative provision, in conjunction with Liaison Managers, collaborative provision administrative staff, staff in APQO and staff in partner institutions.

5. Working closely with the Associate Dean Student Experience and the PL Quality and Validations, assemble data relating to the quality of student experience and analyse relevant statistical information (e.g. NSS surveys, module evaluations and APTT data) to support and inform faculty KPIs.

6. Work with the Associate Dean Student Experience and the PL Quality and Validations and in liaison with the University’s Academic Policy and Quality Office, to manage the administrative processes (appointments, tracking progress, reporting, training, etc.) for External Examiners in the Faculty. To keep up to date with changes in university policies and procedures, providing advice and assistance when appropriate.
7. Work with the Associate Dean Student Experience and the PL Quality and Validations to manage and coordinate the annual schedule of programme approvals and reviews in the faculty

8. Work with the Associate Dean Student Experience and the PL Quality and Validations to manage the quality administration processes for minor and major changes to programmes and programme closures, monitoring and tracking progress and liaising with, and advising, academic colleagues

9. Take responsibility for managing all administrative procedures for the Faculty Mitigating Circumstances Panel in collaboration with the Chair of MCP, including interacting with the MCP database, preparation of documents, arranging panels and proposals and of follow up options, responding to student and staff queries,

10. Act as Secretary to Faculty AESC, including preparation of documentation, minuting of meetings as appropriate and follow up on actions

11. Undertake and manage specific projects related to enhancing the student experience.

12. Undertake any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
## Person specification

**Faculty:** All Faculties  
**Title of post:** Quality Administrator  
**Starting salary:** Grade 7

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<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>1. Education/Training</td>
<td>A-levels (or equivalent qualification) or equivalent experience</td>
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| 2. Relevant Experience | Previous administrative experience in an office environment  
Experience of successfully working to strict deadlines. | Experience of working in an HE environment  
Understanding of university quality management procedures and processes  
Knowledge and understanding of HE systems and procedures for academic and student support | Experience of using databases |
| 3. Relevant Skills/Aptitudes | Able to work effectively on own initiative  
Able to work collaboratively to achieve team goals  
Strong written and oral communication skills  
Strong interpersonal skills  
Able to pay close attention to detail and to ensure that documentation and administrative arrangements are precisely as required  
Excellent organisational and time management skills.  
Demonstrable numeracy and data analysis skills  
Demonstrable IT skills with an ability to use software packages appropriate to an office environment  
Able to draft concise notes and minutes from complex discussions  
Report writing skills  
Problem solving skills | | |
| 4. Special Requirements | Able to maintain confidentiality with respect to student and staff information  
An awareness of data protection legislation | Able to work occasional evenings and weekends to support open days and other student events | |