



Quality Officer – Job Description

POSITION OVERVIEW

Department	Quality Team
Location	London (remote working until further notice)
Term	Full-time; permanent
Salary	£28,000 - £30,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	ASAP
Reports to	Head of Quality Assurance

By reporting to the Head of Quality Assurance, the overall purpose of this post is to support the Quality Team, and be an active participant, in the strengthening and development of the College's academic standards and its assurance and enhancement of policies and procedures.

DUTIES AND RESPONSIBILITIES

PROGRAMME MANAGEMENT

- Support the Head of Quality Assurance and Quality Managers in maintaining version control of programme and course documentation, including coordinating the production of programme specifications, course descriptors and programme handbooks for proposed degrees, coordinating current programme and course modifications.
- Coordinating College programme approval events, in line with AQF4 Programme and Course Approval and Modification.

QUALITY OFFICER JOB DESCRIPTION

- Support the Quality Managers in the administration of the annual review and monitoring processes in line with AQF5 Annual Monitoring and Reporting.
- Responsible for maintaining core programme documentation and uploading onto the VLE and College website.
- Support the Head of Quality Assurance and Apprenticeship and Workforce Planning Team with the quality assurance of Degree Apprenticeship programme and short courses.
- Support the Head of Quality Assurance with the administration and coordination with collaborative partners, in line with AQF15 Collaborative Provision.

STUDENT ENGAGEMENT

- Coordinate with the Quality Managers student engagement activities, including supporting student representatives.
- Manage the College's internal and external student surveys, including promotion of surveys, data collection/presentation.

GOVERNANCE MANAGEMENT

- Supporting the College's governance structure, managing the governance calendar and record keeping.

GENERAL

- Supporting the Quality Team with the review and development of the College's academic policies and procedures by keeping abreast of higher education initiatives and developments, including changes to the regulatory framework for higher education and the UK Quality Code.
- Developing and maintaining excellent relationships with staff and students to ensure consistent application of regulations, policies and procedures, advising/briefing/training staff and/or students as necessary.
- General administrative duties to include minute taking, diary management, coordinating internal and external meetings, assistance with presentation preparation, room and travel arrangements, etc.
- Supporting role to Head of Quality Assurance on quality assurance when required.

OTHER DUTIES

- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Head of Quality Assurance and Senior Management.

QUALITY OFFICER JOB DESCRIPTION

- To provide administrative support to the Academic Services during peak periods.
- Occasional travel and work in unsociable hours will be required.

PERSON SPECIFICATION

Education/training

- Honours degree or equivalent professional or vocational qualification [D]

Experience

- Knowledge and experience of regulatory frameworks in Higher Education [E]
- Experience of working with external quality assurance agencies, professional bodies and/or collaborative partners [E]
- Experience of committee servicing [E]
- Experience of providing training for staff and/or students [D]

Skills and aptitudes

- Ability to analyse and understand complex regulatory and procedural documentation and quality issues [E]
- Excellent interpersonal skills to work with staff at all levels, including senior academic colleagues in College and beyond [E]
- Excellent report and minute writing skills [E]
- Ability to display discretion, particularly when handling confidential documents [E]
- Ability to prioritise workload, exercise good time-management and the ability to work to deadlines, and excellent organisational skills [E]
- Ability to pay close attention to detail [E]
- Excellent IT skills, using Word, Excel, email, internet, video conferencing and virtual learning environments [E]

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, 23 July 2021. Please reference your application "QO0621". Participation in the equal opportunities section is encouraged, but voluntary.

QUALITY OFFICER JOB DESCRIPTION

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role, applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.