Quality Manager

Job Description

POSITION OVERVIEW

Department	Quality
Location	Devon House, London (Hybrid role)
Term	Full-time; Permanent
Hours	Monday to Friday (38 hours per week); 09:00 – 17:30
Salary	£30,000 - £38,000 per annum, dependent 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	May/June 2022

Reporting to the Head of Quality Assurance, the overall purpose of this post is to contribute to the strengthening and development of the College's academic standards and its assurance and enhancement policies and procedures.

Duties and Responsibilities

Programme Management

- 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, External Examiner induction and programme/course modification events; and manage the College's annual monitoring procedures. (AQF4, AQF5, AQF11)

- Coordinating collaborative partner approval events; and coordinating annual and programme review processes with the College's collaborative partners. (AQF15)

- Responsible for maintaining policies and procedures (AQF7) and core programme documentation and uploading onto the VLE and College website. (AQF14)

Student Engagement

- Managing student engagement activities, including training, and supporting student representatives. (AQF10)

- Overseeing the College's internal and external student surveys and NSS including the analysis of the survey results and proposing recommendations for improvements in the delivery of academic programmes. (AQF10)

Governance Management

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

General

- Managing the review and development of the College's academic policies and procedures by keeping abreast of HE initiatives and developments, including new initiatives arising from the UK Quality Code.

- Developing and maintaining excellent relationships with staff to ensure consistent application of regulations and policies, advising/briefing/training staff as necessary.

- Assisting the Head of Quality Assurance to ensure compliance with external requirements e.g. OfS, QAA, HESA, OIA, and CMA.

- 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 when required.

Other

- 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.

- To provide administrative support to Academic Services during peak periods.

- Occasional travel and work in unsociable hours will be required.

About the College

Founded in 2012, New College of the Humanities has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NCH continues to grow further expanding its student cohort, courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

Specification	Assessment criteria			
	Essential/ Desirable	Application	Interview	Skills
Education, Qualifications and Training				
Honours degree or equivalent professional experience or vocational qualification	D	A		
Experience				
Knowledge and experience of regulatory frameworks in Higher Education	E	A	I	
Experience of working with external quality assurance agencies, professional bodies and/or collaborative partners	E	A	I	
Experience of committee servicing	E	A	I	
Experience of providing training for staff and/or students	E	A	I	
Skills and Aptitudes				
Ability to analyse and understand complex regulatory and procedural documentation and quality issues	E	A	I	
Excellent interpersonal skills to work with staff at all levels, including senior academic colleagues in College and beyond	E		I	
Excellent report and minute writing skills	E	A		S

Ability to display discretion, particularly when handling confidential documents	E		I	
Ability to prioritise workload, exercise good, time-management and the ability to work to, deadlines, and excellent organisational skills	E	A	I	
Ability to pay close attention to detail	E			S
Good IT skills, including using Word, Excel, email, Internet and VLE	E			S

Application Process

Applications should be made via **this link** by 20:00 on 30 June 2022. Please reference your application "**QM322**". Participation in the equal opportunities section is encouraged, but voluntary. Applications must include a covering letter and a full curriculum vitae.

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.