



Job Title: Senior Quality and Enhancement Adviser

Grade: 7

Salary: £35,326 to £40,927 per annum

Department: Student and Academic Services

Hours/Contract: Full-time or part-time (0.8FTE 30 hours per week) permanent

Job Family: Management and Administration

Reference: 3595

Role Purpose:

As a member of the Education Quality Enhancement and Development team with responsibility for managing the University’s quality assurance and enhancement processes, ensure that the University is able to offer a cutting-edge curriculum, meeting the needs of students and external accountabilities and internal responsibilities with respect to academic quality and standards.

Manage relationships with specified academic Schools and provide expert advice and guidance to the Deans of Education and other staff using a detailed knowledge of the University’s Regulations, Codes of Practice and quality assurance procedures.

To provide advice and guidance to Schools on the implementation of Regulations in relation to individual students, exercising sound judgement to ensure fair outcomes for all students.

Main Duties and Responsibilities

- To work with the Education Quality Enhancement and Development Managers to develop and deliver the University’s quality assurance and enhancement procedures across a wide range of areas, including peer review and Annual and Periodic Developmental Review.
- To provide professional advice and guidance to schools on these procedures, liaising with staff across all areas of the University. Providing advice and guidance on the type of documentation and data required, analysing data for review panels, attending review panel meetings and compiling complex and detailed reports. Providing input into the continuous development and improvement of the procedures.
- To manage relationships with specified Schools providing expert advice on quality assurance and enhancement processes and a range of student matters, such as student progression and award, including guidance on the interpretation of regulations and schemes of assessment, ensuring that outcomes for students are fair and in accordance with Regulations. Attend Boards of Examiners as the Academic Registrar’s Representative.
- To provide high quality secretariat to University committees, relating to education strategy, quality and enhancement, working proactively with Chairs to manage business effectively and to work in partnership with the Deans of Education to ensure the effective management of College education and quality committees
- To advise Schools on the development and review of academic programmes working with colleagues in the Service who have expertise in programme development and design, including digital delivery to ensure that curricula are inclusive and well designed to meet the expectations of all students.
- To work with colleagues in Schools and Student Records to manage the annual curriculum planning process, ensuring that all changes to programmes and modules are given appropriate scrutiny approved and recorded to ensure compliance with consumer rights legislation.





- To manage individual programme approval panels, providing secretariat as required including professional advice and guidance to the Chair and members of the panels, drafting reports of panel meetings and undertaking follow-up work to ensure all conditions of approval are met.
- To provide expert advice and guidance to the Deans of Education on matters relating to quality assurance and enhancement procedures, academic policies and regulatory frameworks,
- To be a member of a team managing all undergraduate and postgraduate appeals, making decisions on whether appeals are eligible for consideration and drafting outcomes. Attending panel meetings to ensure that their conduct complies with regulations to minimise the risk of students submitting complaints to the Office of the Independent Adjudicator for Higher Education and ensuring fair and equitable outcomes for individual students.

To develop a breadth of knowledge of the work of Education Services and contribute to all aspects of its work as required, including working with senior staff to initiate change and improvements, and to contribute to the work of Student and Academic Services including participating in key life-cycle events, such as graduation and registration.

Internal and External Relationships

Internal stakeholders: PVC (Education), Deans of Education, Flexible and Distance Learning and Personal Tutoring, Academic Registrar, Head of Education Services, Heads of School, Directors of Learning and Teaching, academic and professional services staff across the University.

External stakeholders: External Examiners

Planning and Organising

Planning work across the course of the academic year.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level or equivalent qualification or experience *
- Significant experience of working in Higher Education in a role related to quality assurance and/or enhancement at an appropriate level *
- Experience of working within a team, dealing with students, academic staff and external bodies, providing professional advice and guidance on University level regulations and procedures *
- Knowledge of the UK Higher Education system, with an understanding of the regulatory framework in which it operates and major national issues in academic quality and standards, including Office for Students and Quality Assurance Agency policy*
- Experience of drafting complex reports and minutes *
- Experience of working with senior academic colleagues, for example, Deans and Pro-Vice-Chancellors providing advice and guidance to them as required *
- Effective communication skills both orally and in writing, including the ability to establish productive working relationships with a wide range of colleagues
- Proven ability to negotiate and influence colleagues at all levels to deliver successful outcomes*





Desirable

- Knowledge of CMA and consumer rights issues as they relate to higher education*

Skills, Abilities and Competencies

Essential

- Ability to manage a varied and complex workload, progressing tasks and projects simultaneously, working quickly and accurately to tight deadlines *
- Excellent written and verbal communication skills *
- Ability to analyse information and draft papers, complex reports, correspondence, minutes and other documentation *
- Ability to communicate with students and staff at all levels with tact and diplomacy, being confident to politely challenge views if necessary *
- A willingness to proactively identify and solve problems, including a willingness to understand issues beyond the boundaries of the role *
- A commitment to the University's values, aims and objectives and an ability to work effectively with staff and teams at all levels of the University with an empathy for academic values, the academic endeavour and our students.*
- A willingness to take responsibility and be accountable.
- A commitment to own continuing professional development
- Confident in the use of IT

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

VITAL

The University encourages all staff to live our [VITAL values](#) which are:

Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

