**QUALITY OFFICER (PARTNERSHIPS)**



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| Department: | Quality and Standards |
| Grade: | 6 |
| Reports to: | Senior Quality Officer (Partnerships) |
| Responsible for: | No Direct Reports |
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| Job Summary and Purpose: | Under the guidance of the Senior Quality Officer (Partnerships), the postholder will contribute to the efficient and effective operation and development of the University’s quality and standards procedures for Global Partnerships.The postholder will be a point of advice for the University on quality and standards processes relating to partners which includes: institutional and validation and periodic review, continuous monitoring and enhancement, student satisfaction surveys, the external examiner system, provision of quality and standards advice and guidance to global partners and internal and external stakeholders.  |

**1 KEY RESPONSIBILITIES**

As a member of the Quality & Standards team, to contribute to the implementation and operation of the full range of the University’s quality and standards functions for global partnerships. Under the direction of the Senior Quality Officer (Partnerships), to take responsibility for quality and standards in Partnership arrangements:

Institutional Approval and Reapproval

Validation and periodic review including servicing and preparation of papers

Changes to courses

Continuous Monitoring and Enhancement, including compliance with TNE OfS conditions of registration and monitoring of student outcome data

External Examiners

Public Information Requirements

Student Surveys

Liaison and training with Partners on quality and standards processes and procedures

To develop effective working relationships for the provision of expert advice to internal and external stakeholders including partners, the Academic Partnerships team, Link Schools.

To contribute to regular and ad-hoc reports for relevant University committees for approval/review activity and the presentation and analysis of statistical data relating to partners as required.

To act as Clerk to partnership activities.

To coordinate the administration and payment of External Examiners for Global Partners and the receipt and analysis of external examiner reports.

To contribute to the organisation of training events for Partners.

Management of the schedule of activities for Partners.

Where necessary, to travel to partners within the UK and overseas to facilitate quality and standards related processes for approval and review.

**2**  **responsibilities OF ALL STAFF**

* To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
* Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
* Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
* To promote equality, diversity and inclusion in your performance of your duties.
* To actively participate in learning and development to meet the requirements of your role and the University.

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| **3 Selection Matrix** |  |  |  |
|  | **Representative Knowledge, Skills and Experience – Grade 6** | **Essential** | **Desirable** | **Used to shortlist** |
| 1 | Academic or vocational qualifications (NVQ Level 3 / 4 or equivalent) | û |  |  |
| 2 | Approximately one year’s work experience in a relevant role, or further equivalent experience | û |  |  |
| 3 | Ability to communicate clearly orally and in writing, and to deliver a high standard of customer service | û |  | û |
| 4 |  A high standard of numeracy and literacy, and the ability to assess data and information | û |  |  |
| 5 |  Ability to identify and resolve straightforward problems and problem-solve more complex problems, knowing when to escalate when necessary.  | û |  | û |
| 6 |  Ability to apply relevant policies and procedures, as they affect the role |  | û |  |
| 7 |  Familiarity with work priorities and those of others demonstrating ability to both delegate effectively and deliver on shared responsibilities.  |  | û |  |
| 8 | Ability to apply and advise on a wide range of relevant policies and procedures, as they affect the role |  | û |  |
| 9 | Experience of using systems or databases to record accurate information.  | û |  | û |
| **Role Specific Knowledge, Skills and Experience** |  |  |  |
| 10 | Demonstrate significant experience working in an administrative or organisational role ideally within a higher education environment |  û |  |  û |
| 11 | Understanding of quality assurance mechanisms within a higher education context |   | û |  |
| 12 | Ability to analyse and interpret complex information and present a clear solution | û |  |  |
| 13 | Excellent committee service and report writing skills |  | û |  |
| 14 | Demonstrate accuracy that minimises risk and creates confidence |   |  û |  |
| **Personal Attributes and Behaviours** |
| 15 |  Preference to work collaboratively to solve problems and make a full contribution as part of the Quality & Standards team |  û |  | û |
| 16 |  Ability to work under pressure, to meet deadlines and achieve personal and team objectives | û |   |  |
| 17 |  Able to communicate confidently and effectively with stakeholders at all levels of the organisation ensuring accurate guidance is provided. |  |  û |  |
| 18 | Excellent interpersonal skills, presentational and advisory skills | û |  |  |

Does the role require a DBS? NO