**QUALITY OFFICER (FARNHAM)**



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

**1 KEY RESPONSIBILITIES**

* To contribute to the implementation and operation of the full range of the University’s quality assurance functions. Under the direction of the Senior Quality Officer (Farnham), to have responsibility for specific areas of quality assurance, which may include:
	+ Academic committee servicing and preparation of papers
	+ Course validation and periodic review and administration for these
	+ Changes to courses
	+ Continuous Monitoring and Enhancement
	+ School Liaison
	+ External Examiners
	+ Periodic Review
	+ Public Information Requirements
	+ Student Surveys
* To develop effective working relationships for the provision of advice to internal and external stakeholders including Executive and Associate Deans.
* To contribute to regular and ad-hoc reports for relevant University committees.
* To act as clerk and co-ordinate processes for validation and periodic review events, external examiner reports and induction training, Professional and Statutory & Regulatory Bodies and external quality agencies.
* To contribute to annual induction events for stakeholders such as the Students’ Union and External Examiners and to provide training for staff on process and regulation.
* Information management of schedules and registers pertaining to annual and ad hoc activities within the department.
* To participate as directed in University ‘set pieces’ such as enrolment and graduation ceremonies.

**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