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**Job Description**

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| Job Title: | Quality Administrator |
| Faculty/Professional Directorate: | Education |
| Subject Group/Team | Quality Support Service |
| Reporting to: | Team Leader |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 4 |
| Benchmark Profile: | Administrator Band 4 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | xxx |

**Details Specific to the Post**

**Background and Context**

The purpose of the Quality Support Service is to safeguard the University and enhance its activities in respect of the assurance of quality and maintenance of academic standards. This purpose focuses in particular on our commitment to providing an excellent student experience, providing the means through which an excellent experience can be demonstrated, measured, disseminated and enhanced.

The Quality Support Service acts as part of a wider team, or network of teams, that enable the University’s Quality and Standards Framework to be developed and implemented effectively.

In collaboration with faculties, the Quality Support Service is responsible for providing central oversight of quality and collaborative provision, supporting the identification and dissemination of good practice, and ensuring consistency of practice/service.

### Specific Duties and Responsibilities of the post

The postholder is part of a team that is responsible for matters relating to the assurance and enhancement of quality and the maintenance of academic standards across the entirety of the University’s taught provision, wherever, and by whomever, it is delivered. This will include programmes delivered by faculties and by collaborative partner institutions in the UK internationally.

The team will support the operation of processes, disseminate good practice identified and monitor the completion of any actions arising.

The postholder will:

* Directly support the administration of processes relating to the University’s academic portfolio, which will involve liaising with faculties and partner institutions and includes
  + the approval of new and amendment of existing programmes and modules
  + the annual monitoring of programmes, faculties and partner institutions
  + the periodic review of subjects and quality audits of partners
* Liaise with faculties to monitor action plans arising from academic approval, monitoring and review processes
* Provide information, advice and support to faculties, acting as a point of contact for any queries and escalating where necessary
* Support the dissemination of good practice identified, for example by updating Sharepoint or arranging events
* Support faculties in preparing for external accreditation and review activity as appropriate
* Administer and support activity relating to the appointment of Recognised Teachers in partner institutions and Academic Contacts in faculties.
* Work with faculties and partner institutions to arrange and support Joint Development Boards and Joint Boards of Study (or equivalent) in partner institutions
* Support the administration of Boards of Examiners in partner institutions, including preparing board reports and attending boards, minuting where required
* Contribute to compiling reports and analysing data to be used by senior managers in identifying trends and patterns
* Be involved and contribute to project work within QSS where the need arises
* Assist the wider QSS team with any administrative queries relating to Quality and act as a key contact within the team
* Monitor and manage shared team inboxes for any queries and/or information required, relating to Quality
* Contribute to the wider team, sharing practice and learnings to continually develop service provision

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* Roles at this level work within established processes and procedures, with minimum day to day supervision under the guidance of a team leader.
* The role holder will:
  + Provide administrative support to staff, students and more senior colleagues. The role will involve maintaining systems and/or undertaking routine tasks that support the working of teams, processes and/ or projects.
  + Require the relevant knowledge which may be gained through experience and on-the-job training.

**Main Work Activities**

### Communication

1. Assist in the preparation and collation of written documents for circulation
2. Take notes and produce formal minutes at meetings when required
3. Format and edit publications
4. Draft and type formal documentation
5. Compile procedural manuals and other University documentation

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* General office duties which may include:
  + Using the photocopier and fax equipment
  + Receiving, acknowledge, distributing and posting mail
  + Updating notice boards
  + General filing duties
* May be required to perform reception duties

### Planning and Organisation

* Organise and represent the area and University at events
* Plan and prioritise own work activities

### Analysis/Data Inputting

* Record and analyse data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis
* Check departmental web presence to ensure accuracy of information
* Maintain accurate records

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| Has knowledge and experience of working in an office environment covering a range of administrative tasks | **Application/Interview** |
| Can use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software | **Application/Interview** |
| Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A-C | **Application/Interview** |

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| **Communication (Oral)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Communication (Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Test** |
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| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| Liaison and Networking Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices. | **Application/Interview** |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| Planning and Organisation Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent. | **Application/Interview** |