Academic and Quality Systems Office (Quality Assurance Division)

Job Description

Job Title: Deputy Head of Quality Assurance

Grade: 6

Job Family: Administrative

Location: Cambridge. Please note the post-holder will be required to travel to other sites and overseas as necessary.

Hours of Work: Full time

Responsible to: Head of Quality Assurance

Responsible for: Secretarial support colleagues
Institutional Quality Assurance Officers
Academic Regulations Officers
Academic Regulations Assistant

Relationships and Contacts:
Colleagues
Vice Chancellor’s Group
Deans of Faculty/Heads of Support Services
Other senior managers
Partner institutions
External bodies (e.g. the Quality Assurance Agency, Edexcel and professional, statutory and regulatory bodies)
External Examiners
Other higher education institutions and external organisations

Job Purpose: Assist the Head of Quality Assurance with the operation and management of the Quality Assurance Division, to make significant contributions to the development, monitoring, review, management and implementation of our quality assurance policies and procedures and associated administrative systems and to contribute to special institutional projects and QAA related activities.
As part of a team of two Deputy Heads of Quality Assurance, act as a deputy and operational manager, providing proactive, informed and professional administrative support and advice in a selection of the following activities, as agreed on an annual basis by the Head of Quality Assurance:

Principal Accountabilities:

1. Make a pro-active and significant contribution to the development and implementation of our quality assurance policies and procedures and collaborative UK and international provision, ensuring that these policies conform to appropriate national codes of practice and guidelines.

2. Provide pro-active, informed and professional advice to colleagues and various committees and represent the Academic and Quality Systems Office (AQSO) on various faculty boards and other committees, as appropriate.

3. Work with other colleagues within AQSO in developing, establishing, managing, monitoring and reviewing a range of systems to support our quality assurance policies and procedures.

4. Contribute to the drafting of written reports on quality assurance activities for various committees and other relevant policy developments.

5. Line manage and co-ordinate staff workloads, as appropriate, ensuring adequate and professional secretarial support for the Division's officers, and contributing to the operation of the appraisal process.

6. Take the lead on appropriate quality assurance related projects, when required, and act as the AQSO representative for various institution-wide initiatives, as determined by the Head of Quality Assurance.

7. Co-ordinate and manage the pathway approval and periodic review processes, including the allocation of Quality Assurance Division (QAD) staffing and initial co-ordination with panel chairs.

8. Support the Faculty Quality Assurance Officers in the provision of pro-active advice and guidance concerning the development of new pathways.

9. Maintain a central database of all pathways delivered by UK and international partner institutions.

10. Co-ordinate and manage the institutional approval and institutional review processes for UK and international partner institutions and contribute to the development of the process.

11. Co-ordinate the annual revision of all academic agreements with UK and international partner institutions and hold the master versions of these documents.

12. Monitor the fulfilment of obligations at institutional (rather than programme specific) level as defined in the academic agreements with UK and international partner institutions, and co-ordinate action required to address any shortfalls in consultation with appropriate colleagues, as necessary.

13. Co-ordinate the annual meetings of Partnership/Faculty Liaison Groups for all UK partner institutions.
14. In consultation with Faculty Quality Assurance Officers, ensure that all UK and international partner institutions are kept fully informed about relevant changes in our quality assurance policies and procedures.

15. Act as the Executive Officer to pathway approval, periodic review, institutional approval and institutional review events, as required.

16. Co-ordinate and manage the operation of the Quality Enhancement Audit process

17. Co-ordinate the QAD’s support for faculty boards, including the preparation of draft agendas and the collation of generic papers.

18. Co-ordinate the QAD’s support for the twice-yearly Faculty Quality Evaluation process and provide pro-active support to the Deputy Vice-Chancellor during the meetings.

19. Act as the Executive Secretary to the Senate’s Academic Standards, Quality & Regulations Standing Committee.

20. In consultation with the Head of Taught Modular Programmes, contribute pro-actively to the continued monitoring and development of Foundation Degrees, ensuring that our policies and procedures are consistent with appropriate national codes of practice and guidelines.

21. Provide pro-active support to the Head of Quality Assurance during engagements with QAA, acting as a review facilitator, as required, and contributing significantly to preparations for the QAA’s Institutional Audit.

22. Remain informed of discussions and decisions at the Senate and its Standing Committees, understanding and disseminating their significance for the work of the Quality Assurance Division.

23. Remain informed of developments in UK higher education, particularly those related to the national quality assurance framework developed by the QAA, understanding and disseminating the significance and impact of these developments for core provision.

24. Take a lead on the continued development of the AQSO web-pages.

25. Participate in, and contribute to staff development activities, as required.

26. Deputise for the Head of Quality Assurance in a range of matters and in his/her absence and provide cover and support across the office during staff leave or at peak periods.

27. Comply with Data Protection requirements in all working practices, and maintain confidentiality, as necessary.

28. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade.

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim
to reach agreement to reasonable changes, but where it is not possible to reach agreement we reserve the right to make reasonable changes to your job description which are commensurate with your grade after consultation with you.

April 2008
# Academic and Quality Systems Office
## Deputy Head of Quality Assurance
### Person Specification

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<th>ESSENTIAL</th>
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<td><strong>EDUCATION/QUALIFICATIONS</strong></td>
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| A minimum of: | • Higher degree  
| • Degree or relevant professional qualification at graduate level | • Relevant professional qualification at postgraduate level |

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<th>EXPERIENCE</th>
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<tr>
<td>• Previous relevant experience in higher education administration</td>
<td>• Specific experience of quality assurance administration in higher or further education</td>
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<td>• Experience of servicing committees and managing committee business</td>
<td>• Experience of supervising, managing and leading staff</td>
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<td>• Experience of report writing and data analysis</td>
<td>• Experience of training others in Quality Assurance, e.g. running workshops and writing materials and guidelines</td>
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<td>• Understanding of current policies in higher education, particularly in relation to quality assurance</td>
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<th>KNOWLEDGE/SKILLS</th>
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<tr>
<td>• Advanced IT skills, including MS Office applications</td>
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<td>• Ability to communicate logically, clearly and concisely, both orally and in writing</td>
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<td>• Ability to work on own initiative</td>
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<td>• Excellent interpersonal skills, with the ability to develop and maintain positive, effective working relationships with colleagues and external contacts</td>
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<td>• Meticulous attention to detail</td>
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<td>• Team working</td>
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<td>• Ability to analyse issues and offer informed and reliable professional advice</td>
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<td>• Ability to work under pressure, manage a complex and varied workload, prioritise personal work schedules and work with minimum supervision</td>
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- Good organisational skills
- Ability to organise and manipulate a wide range and complexity of qualitative and quantitative material and produce reports and briefings to deadlines

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<th>PERSONAL QUALITIES/ DISPOSITION</th>
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<td>- Ability to deal sensitively with confidential issues</td>
<td>- Committed to equality and diversity</td>
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<td>- Ability to learn quickly</td>
<td>- Willing and able to work longer and unsociable hours, if required</td>
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<td>- Ability to demonstrate sound judgement in decision making</td>
<td>- Ability to travel, as required. Please note that a high volume of travel will be necessary between campuses and other sites</td>
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<td>- A positive approach to staff development</td>
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<td>- Flexible, positive and creative attitude to change</td>
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<td>- Ability to deal with all levels of staff and inspire confidence</td>
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<td>Ability to demonstrate an intelligent approach to higher level problem solving</td>
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<td>Sensitivity towards the current issues and pressures facing students and academic, management and administrative staff in higher education</td>
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Deputy Head of Quality Assurance
Academic and Quality Systems Office
Conditions of Service

The terms and conditions of employment are the responsibility of the Board of Governors.

These details are for broad information only and must not be taken as a complete or authoritative statement. In no way do they constitute a contract of employment.

(a) Salary

Grade 6, £32,796 - £40,335 per annum paid monthly in arrears by credit transfer. Commencing salary will be determined according to qualifications and experience.

(b) Hours and Time of Duty

The normal hours of work are 37 hours per week (Monday to Friday) at times as agreed with the Head of Department. If the nature of the work so requires, the jobholder may from time to time be required to attend meetings or do other work outside normal hours. Remuneration for overtime is not/may be payable.

(c) Holiday

The holiday year runs from 1 September to 31 August. In addition to the Statutory Bank Holidays, local discretionary holidays, and days when we are closed in the interests of efficiency, annual holiday entitlement will be 26 days. If employment commences part way through the holiday year, entitlement will accrue on a pro rata basis for each complete calendar month. Holiday entitlements for part-time staff will be calculated according to the number of days and/or hours worked.

(d) Medical

Unless otherwise stated, the appointment will be subject to medical clearance.

(e) Pension

The jobholder will be eligible to join the Local Government Pension Scheme.

(f) Normal Retirement Age

We operate a retirement age of 65.

(g) Probationary Period
The first 6 months of the appointment will be a probationary period during which your suitability for the position to which you have been appointed will assessed. We reserve the right to extend your probationary period if, in its opinion, circumstances so require.

(h) **Date of Appointment**

The position is available immediately once all conditions have been met.

(i) **Closing date**

The closing date for this job is 16 May 2008 (12 noon).

(j) **Fixed Term Appointment**

The position is available for up to 1 year in the first instance.
1. **Introduction**

The Academic & Quality Systems Office is a team of professional academic administrators based on both the Cambridge and Essex campuses with cross-institutional responsibilities.

2. **The Three Divisions**

The **Academic Secretariat** is responsible for providing a pro-active and professional executive secretarial service to the Senate and its Standing Committees, ensuring the efficient and effective conduct of Anglia Ruskin University business through those bodies. The Academic Secretariat has a particular responsibility for ensuring that the academic standards of Anglia Ruskin University's research degrees and the quality of educational support for research students, including academic supervision and the examination arrangements, satisfy internal and external requirements.

The **Strategic Planning & Policy Unit** provides strategic planning and policy support to the Vice Chancellor's Group and senior managers in Faculties and Support Services in the development of Anglia Ruskin University's Vision and the policies which underpin its delivery and implementation.

The **Quality Assurance Division** develops and co-ordinates the implementation of Anglia Ruskin University's quality assurance policies across the institution and its UK and international partner institutions. The Division is Anglia Ruskin University's contact point for the Quality Assurance Agency for Higher Education (QAA) and coordinates QAA visits to Anglia Ruskin University. The Division also plays a major role in Anglia Ruskin University's contact with professional and statutory bodies and other external agencies. In developing Anglia Ruskin University's quality assurance policies and procedures the Division takes full account of internal needs and priorities and changes to external requirements.

The Division's ongoing responsibilities include:

- the initial approval of taught pathways ("validation")
- the franchise of those pathways to partner institutions
- annual monitoring of taught pathways
- periodic review of taught pathways within Anglia Ruskin University and its partner institutions
- institutional approval and review visits to UK and international partner institutions
- the approval and appointment of external examiners for all taught modules and pathways within Anglia Ruskin University and its partner institutions
- the quality enhancement audit process
- liaison with Edexcel
- the servicing of various Standing Committees of the Senate (Faculty Boards, Annual Monitoring Subcommittees, Academic Standards, Quality & Regulations Committee, Partnerships Subcommittee)