



JOB DESCRIPTION

Job Title:	Quality Assurance Officer
Grade:	E
Service:	Learning and Teaching
Campus:	Docklands
Responsible to:	Quality Manager (Validation and Review or Collaborations or Student Engagement)
Responsible for:	No line management responsibilities, but should provide advice and guidance to academic and administrative staff
Liaison with:	Senior managers, academic staff, both internal and external to the University, administrative staff, students, external bodies.

JOB PURPOSE

To manage a range of quality assurance procedures, and provide advice and guidance to University staff concerning quality assurance systems and their implementation.

MAIN DUTIES AND RESPONSIBILITIES

- 1) To manage the validation/review process for a designated portfolio, including collaborative and distance learning validations, collaborative and internal reviews. This activity will include:
 - defining the schedule and timescales;
 - liaison with Schools to ensure documents are prepared in accordance with the agreed schedule;
 - provision of advice and guidance on the preparation of documentation, interpretation of quality assurance procedures and on UEL's regulations governing programmes;
 - initial scrutiny of documentation to ensure that it meets basic criteria;
 - organising meetings;
 - supervision of booking arrangements (hotels, meeting rooms, travel, refreshments, meals etc);
 - liaison with colleagues internal and external to the University;
 - preparation of background material;
 - attendance at panels and the preparation of a detailed written report summarising the discussion and conclusions;
 - initiating follow-up action;
 - ensuring that conditions of approval are fulfilled;
 - updating the validation database.
- 2) Act as Servicing Officer to one or more of UEL's first tier standing Committees and service ad hoc institutional level working groups.

This activity will include:

- developing the agenda for meetings in consultation with the Chair;
- collecting papers for the agenda and supervision of the preparation and circulation of papers for meetings;
- providing advice and guidance to the Chair concerning the terms of reference and constitution of the committee;
- taking minutes;

- ensuring that follow-up action is taken, including taking such action;
 - preparing papers for the Committee and collating information as and when appropriate.
- 3) Represent Quality Assurance and Enhancement on a minimum of one School Quality Standing Committee, as allocated, providing advice and guidance and advising on procedures that should be followed.
 - 4) Take responsibility for the development, co-ordination, management of process and implementation of one or more specific areas of the quality assurance system, as well as the outcomes and impact of the activity. The following list is an indication of the type of activity that would be covered:
 - maintenance and amendment to University regulations;
 - annual monitoring;
 - annual themed audits;
 - programme registers;
 - PRSB activity;
 - extenuation activity
 - the student role in quality assurance systems;
 - module and programme feedback surveys;
 - management of collaborations, including coordination of the process for review and updating of MoCs, collating documentary evidence to progress and complete institutional approval of new partnership arrangements, maintenance of database for collaborative activity including collaborative register;
 - programme specifications;
 - 5) Provide advice and guidance to staff within UEL concerning quality assurance systems and procedures relating to both taught programmes and, on occasion, research degrees.
 - 6) Contribute towards the on-going review of policy governing quality assurance systems and procedures relating to both taught programmes and research degrees to ensure their continuing relevance, effectiveness and impact.
 - 7) Proactively contribute to the audit and development of quality assurance processes conducted at institutional and School level.
 - 8) Contribute towards staff development activities organised for the academic and administrative staff of UEL.
 - 9) Provide support for internal processes designed to meet the requirements of external bodies such as HEFCE and the Office for Students, the Quality Assurance Agency for Higher Education, HEA and, where necessary, accreditation of programmes by professional bodies.
 - 10) As required, take the lead and contribute proactively to areas of the QA team's development of quality assurance systems including production of guidance notes, forms, templates and good practice guides, and helping to understand and assess the outcomes and impact of this activity.

Additionally, all University staff are responsible for taking reasonable precautions to ensure their own safety, and that of others, while at work and for observing our University's equality opportunities policy.

The appointee will be expected to avoid critically busy periods when taking leave and to work the hours required to do the job. This may mean working overtime during busy periods. Some overseas travel would be expected. Time off in lieu will be given by mutual agreement having regard to individual and general office workloads.

PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

An honours degree or equivalent (A/I)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

Experience of administration in education or a related field, or in a large organisation (A/I)

Experience of servicing committees (A/I)

Some previous experience of quality assurance systems and procedures, preferably in higher education (A/I)

COMMUNICATION

High level written skills, obtained through report writing or servicing panels or committees and the ability to receive, understand and convey information in a clear and accurate manner adjusting the content of the information to suit the needs of different audiences (A/I)

SERVICE DELIVERY

Experience of giving customers a positive and satisfactory service by responding to and dealing with enquiries, providing accurate and up-to-date advice and guidance and identifying and proposing solutions to new issues (A/I)

PLANNING & ORGANISING

Experience of planning, prioritising and organising your own work or resources, managing multiple deadlines and working autonomously with minimum supervision (A/I)

LIAISON & NETWORKING

Experience of establishing productive working relationships with a wide range of people, including external bodies, and of working as part of a team (A/I)

ANALYSIS & RESEARCH

Experience of using data, metrics and other information in support of defined tasks (A/I)

OTHER

Excellent attention to detail and the ability to maintain work of high quality (A/I)

Analytical skills and a systematic approach to work (T)

Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (A/I)

CIRCUMSTANCES:

Essential criteria

Annual leave should be taken to avoid critically busy periods of the year (I)

Desirable criteria

Willingness to work beyond office hours on occasions when required (I)

Willingness to travel to partner organisations both within the UK and internationally (I)