



## **JOB DESCRIPTION**

<b>Job Title:</b>	Head of Quality Assurance & Enhancement
<b>School/Service:</b>	External and Strategic Development Services
<b>Grade:</b>	I
<b>Campus:</b>	Docklands
<b>Responsible to:</b>	Director, External & Strategic Development Services
<b>Responsible for:</b>	Staff within the Quality Assurance & Enhancement team
<b>Liaison with:</b>	Deputy Vice-Chancellor, Pro Vice-Chancellors, Members of University Management Team; QAA and other regulatory bodies; professional and validating bodies; Office of the Independent Adjudicator; academic and support staff in Schools

### **Job Purpose:**

To provide leadership, advice and expertise on UEL's quality assurance and enhancement policies and procedures.

To lead the quality assurance and enhancement staff team and ensure a responsive and high quality service to both internal and external stakeholders.

To ensure that UEL's quality processes and procedures serve its mission, strategic plan and operational needs.

### **Main Duties and Responsibilities:**

1. To lead, develop, and to take responsibility for the planning, preparation and co-ordination of the processes related to external review and Audit, and act as UEL's main institutional and review facilitator.
2. To be an enabler for the core business of the university, using innovation and proactive ways of working to facilitate and enhance business responsiveness.
3. To develop and maintain professional links with QAA, other HE agencies and relevant professional statutory bodies acting as the institutional contact point as required.
4. To oversee the University's response to and ensure implementation of the UK Quality Code and any other requirements of QAA or other quality assurance bodies.

5. Act as principal institutional source of advice and guidance concerning academic regulations, quality assurance and enhancement policy, procedures, and processes, and recommend and manage updates.
6. To work with Heads of Schools and Services to facilitate and maximize engagement with the quality assurance and enhancement process, and support the development of policy and approaches to enhancement, with particular attention to any arising staff development needs.
7. To ensure professional support from the quality team and exercise oversight of the quality assurance and enhancement activities of our academic schools and our academic Quality Leaders and Collaborative Link Tutors.
8. Oversee the administration and organisation of collaborative provision including advising and monitoring the agreements on institutional contracts
9. Advise on and monitor quality assurance requirements for research degree provision.
10. Manage the delivery of the institutional external examiner, academic appeals, complaints and extenuation systems. Act as institutional liaison with the Office of the Independent Adjudicator.
11. Coordinate the provision of servicing officers to all first tier institutional committees.
12. To chair and participate in working groups, committees, validation and review events as required.
13. To manage the Quality Assurance & Enhancement staff team within ESDS, and contribute to the ESDS management team.
14. Participate in internal and external networks, representing the University as required
15. To work in accordance with the UEL's equal opportunities policies.

**UNIVERSITY OF EAST LONDON  
PERSON SPECIFICATION**

**EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential:**

- Educated to degree level or with extensive relevant experience (CV)

**Desirable:**

- Relevant postgraduate qualification and/or membership of a relevant professional body (CV)

**KNOWLEDGE AND EXPERIENCE:**

- Substantial experience at a senior level of quality assurance and enhancement in UK higher education, including its application to international collaborative developments and arrangements. (CV)
- Experience of managing internal and external audits, and implementation of the UK HE Quality Code and other QAA guidance and policy. (CV)
- Proven successful experience of making high-level decisions and recommendations to senior management on quality assurance and enhancement matters. (A)
- High level understanding of the implications of higher education policy in the context of quality assurance and enhancement procedures and processes, and previous experience of translating strategies into operational policies and procedures. (A)

**COMMUNICATION:**

- Ability to lead and Chair meetings, committees and working groups.(I)
- Experience of writing high level policy papers or strategic reports, and developing and leading staff development activity, both internally and at collaborative partners.(I)

**SERVICE DELIVERY:**

- Experience of setting high standards and determining the quality of service to be provided to achieve strategic goals. (A/I)
- Experience of working in an innovative and proactive way in order to enhance business responsiveness (A/I)

**LIAISON & NETWORKING:**

- Ability to forge relationships with colleagues in partner institutions, oversee and influence the implementation of quality assurance processes in collaborative partners. (A)

**TEAMWORK & MOTIVATION:**

- Ability to motivate and influence at a range of levels, including experience of being an overall team leader, setting goals, and motivating and managing effectively to meet team objectives (I)

**PLANNING & ORGANISING:**

- Ability to set own work priorities and work to internal and external deadlines (I)

**OTHER ESSENTIAL CRITERIA:**

- Diplomatic, resourceful and a lateral thinker (I)
- Commitment to Equality and Diversity, and the ability to translate that commitment into actions that lead to positive outcomes (I)