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**Job Description**

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| **Job title:** | Quality Support Officer |
| **Department/School:** | School of Management |
| **Grade:** | 6 |
| **Location:** | University of Bath premises |

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| **Job purpose** |
| The postholder will form part of the School’s Quality Office, taking responsibility for aspects of the academic quality assurance and quality enhancement procedures within the School. This postholder will be responsible for quality processes with regard to the establishment and continuation of the School’s courses of study, including acting as secretary to relevant committees. In the absence of the Assistant Registrar (School), the postholder will be expected to direct School colleagues to ensure compliance with other regulatory and procedural requirements. The role holder will work closely with a wide range of colleagues, within the School and across the University, for whom learning and teaching matters are key concerns. The postholder will need to have excellent organisational skills, demonstrate initiative and be able to interpret and apply complex information. This is a busy and varied role which requires the postholder to communicate persuasively and tactfully with academic staff, to ensure cooperation and compliance with milestones in the academic year. The postholder must be able to work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly. |

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| **Source and nature of management provided** |
| Role reports to Assistant Registrar (School). Guidance on learning and teaching matters is available from the Associate Dean (Education).  |

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| **Staff management responsibility** |
| No direct management responsibility. However will be expected to provide training and guidance to academic and non-academic colleague to ensure accuracy of information and that deadlines are met.Deputise for Assistant Registrar (School) where appropriate. |

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| **Special conditions** |
| NoneUniversity of Bath’s School of Management currently expects staff to work on campus 60% of work hours, the rest can be from home. There is flexibility which would allow adjustments to these %, if this is needed for specific work activities. |

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| **Main duties and responsibilities**  |
| The role holder supports the Assistant Registrar (School) in the effective organisation of the School of Management’s governance, regulatory and quality processes. The postholder will have primary responsibility for supporting course development and change, and for the monitoring and enhancement of learning practices. This will be undertaken as the secretary to the School’s Learning, Teaching and Quality Committee. A thorough knowledge of the University’s quality requirements and committee approval processes are required to complete this role effectively. Training on these will be provided when initially appointed to the role.The postholder will ensure colleagues are fully conversant with procedures, and systems, to ensure timely approval of changes to courses of study to inform applicant choice, student information and teaching delivery.1. **Promote policy and procedural compliance:**
	1. Develop expert knowledge of University QA Codes of Practice, University and School practices. Advise colleagues on compliance with these.
	2. Function as the main point of contact, within the School, for queries on changes to courses of study (including units).
	3. Function as the secretary for the School’s Learning, Teaching and Quality Committee (SLTQC) and any course change or course monitoring working groups.
	4. Lead the SLTQC schedule of work to meet University deadlines.
	5. Manage membership and meeting arrangements for SLTQC, Degree Scheme Reviews and similar.
	6. Advise colleagues on the content and quality of all documentation and reports prior to their submission for approval, at School or University level.
		1. Advise colleagues on compliance with course review and annual monitoring requirements. Support colleagues in producing documentation to facilitate effective reviews.
		2. Work with colleagues in the School to manage changes to existing units and courses. Support colleagues on submission for approval proposals for new courses of study.
		3. Support colleagues in producing documentation for partnership agreements.
		4. Support colleagues in submitting teaching enhancement initiatives, particularly with regard to consistency with established policy or practice.
		5. Support colleagues in evaluating, monitoring and reviewing outcomes of ongoing improvements.
	7. Ensure students and external stakeholders are appropriately consulted and their views are considered during approval processes.
	8. Ensure information input to the University’s course change systems are accurate.
	9. Source and analyse data to support decision making.
	10. Manage requests for exemptions, consult with colleagues to enable submission to University level committees.
	11. Establish processes for ensuring actions are completed and reported upon.
	12. Ensure internal curriculum information and data records are transparent and support delivery.
	13. Ensure external, published, information about courses and units is accurate and complies with external requirements.
2. **Operation of academic quality assurance:**
	1. In collaboration with Assistant Registrar (School), create revised procedures to comply with new requirements. Lead implementation of procedures or disseminate and monitor compliance.
	2. Collect information on quality processes and standards for internal and external documentation, including accreditations. Undertake data analysis for specific submissions.
	3. Support Assistant Registrar (School) with high volume tasks, such as working collaboratively to ensure students’ results are processed accurately between Board of Examiners and Board of Studies.
	4. Work with Assistant Registrar (School) to promote best practice within the School.
	5. Consult with colleagues in Registry, Governance, CLT, and other central teams, to ensure University level practices are informed by School priorities.
	6. In conjunction with Associate Dean (Education) and other colleagues, work with Registry to resolve timetabling of teaching requirements.
	7. When Assistant Registrar (School) is unavailable, function as first point of contact on academic and quality matters for members of the School.
	8. Attend University committees and working groups, as School representative, as appropriate and undertake follow-up actions.
3. **Maintain quality guidance information:**
	1. Engage with Assistant Registrar (School) as a stakeholder for matters that require University-level approval.
	2. Work collaboratively with Assistant Registrar (School) on more strategic work, such as accreditations.
	3. Build networks with colleagues in Registry, CLT, Governance and other parts of the University.
	4. Provide expert user training on University’s course change systems to academics and operational staff within the School.
	5. Maintain schedule of quality assurance activities.
	6. Undertake record keeping of committee papers (including archiving).
	7. Ensure effective monitoring, review and evaluation processes are embedded into usual practices.
	8. Proactively communicate with colleagues across the School to keep them informed about changes that impact their responsibilities.
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| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance. |

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**Person Specification**

| **Criteria** | **Essential** | **Desirable** |
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| **Qualifications**  |
| Good level of general education; educated to A Level (or equivalent) or above. | 🗸 |  |
| Education to degree level or equivalent. |  | 🗸 |
| **Experience & Knowledge** |
| Substantial experience in an administrative support role working in a busy office.  | 🗸 |  |
| Experience of Higher Education, the student learning experience and committee processes. | 🗸 |  |
| Knowledge of HE and OFS quality standards. Knowledge of CMA requirements with regard to HE courses. | 🗸 |  |
| Evidence of ability to work on own initiative. | 🗸 |  |
| Evidence of ability to collaborate with colleagues to achieve objectives. | 🗸 |  |
| Experience of the operation of committees, including planning and organising meetings, advising members, minute-taking, report-writing, and co-ordinating completion of actions.  | 🗸 |  |
| Good working knowledge of standard IT systems and databases. | 🗸 |  |
| Experience of training others on use of systems or processes. | 🗸 |  |
| Experience of developing and implementing systems and processes. | 🗸 |  |
| Experience of maintaining clear and accurate records. | 🗸 |  |
| **Skills** |
| Strong IT skills including word processing, use of databases and producing reports. | 🗸 |  |
| Excellent organisational and time management skills | 🗸 |  |
| Excellent verbal and written communication skills, including the ability to build relationships, respect confidentiality, and the ability to deal with staff in a sensitive, professional manner. | 🗸 |  |
| Experience and sensitivity of working with people from a wide range of cultures. | 🗸 |  |
| Capacity to manage and prioritise a high workload, often working to tight deadlines. | 🗸 |  |
| **Attributes** |
| Competent, conscientious and motivated with a methodical approach to work. | 🗸 |  |
| The ability to assimilate and organise information, making appropriate decisions about the relevance of information for particular audiences. | 🗸 |  |
| The ability to manage tasks across a broad range of activities, some of which may have an annual cycle, others arising on a less predictable basis. | 🗸 |  |
| Adaptable and flexible, with the ability to learn new skills quickly. | 🗸 |  |
| The ability to maintain a high standard of accuracy and attention to detail, even when producing work to tight deadlines. | 🗸 |  |
| Must be willing to work pre-set requirements, such as University codes of practice. | 🗸 |  |