



Type Job Title	
<b>Job Title:</b>	Quality Support Officer
<b>Reference No:</b>	0402-18
<b>Reports to:</b>	Quality Support Manager
<b>Responsible For:</b>	Quality Support Administrator
<b>Grade:</b>	E
<b>Working Hours:</b>	Full time
<b>Faculty/Service:</b>	Academic Registry
<b>Location:</b>	Edinburgh Building, City Campus, Sunderland
<b>Main Purpose of Role:</b>	<p>To work closely with the Assistant Registrar for a named faculty, and the programme support team, to deliver advice and provide high quality and consistent support to the faculty. Lead in approval and review processes and other activities which fall within their area of expertise to meet internal and external expectations. Work flexibly across the team to maintain a responsive support service; refer to colleagues with relevant expertise or to the Quality Support Manager who will also oversee the balance of workload across the team.</p> <p>To manage Administration staff, including day to day supervision of workload etc. and appraisal and development of direct reports.</p>
<b>Key Responsibilities and Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Postholders will be expected to have or acquire core knowledge of the main processes of programme and partner approval and review although the balance of expertise between on-campus (programme) management and off-campus (partner) management will vary between post-holders. In that context post-holders will be expected to deploy their expertise to lead and manage approvals and reviews as appropriate to ensure that students receive education of a high quality and standard. They will be expected to:               <ul style="list-style-type: none"> <li>○ provide efficient and professional integrated support based on sound knowledge;</li> <li>○ provide comprehensive advice to academic and support staff and external advisers / subject specialists on the process, associated benchmarks and codes of practice, the effective production of documentation, and the evaluation of it;</li> <li>○ take a lead role in coordinating arrangements and documentation in consultation with the Panel Chair and faculty colleagues;</li> <li>○ undertake initial evaluation of information (both quantitative and qualitative) in support of review processes and to ensure that reports are grounded in evidence;</li> <li>○ service approval and review panels producing evidence-based reports of a high standard of literacy;</li> <li>○ draw the attention of the Quality Support Manager to any issues of concern which cannot be addressed at the level of the post-holder.</li> <li>○ To ensure that approval and review processes identify good practice, as well</li> </ul> </li> </ul>

as areas for enhancement or improvement and to make links between subject areas and support services as appropriate to disseminate good practice.

- To provide formal staff development and informal briefing to academic and support staff to engage with quality management.
  - To support student representatives on periodic review panels including briefing on the process and on specific aspects of the review in question.
- Post-holders will develop specialist knowledge and expertise in the management of one or more areas of cross-cutting activity relevant to all faculties which they will share with colleagues. Areas of specialism will include (but not be limited to):
    - External examiners;
    - Professional body oversight;
    - Edexcel licensing;
    - Minor modifications to programmes;
    - Changes to partnerships;
    - Outline programme approval;
    - Programme-specific regulations.
  - Post-holders may be required to specialise in partner approval and review and be prepared to undertake international travel in support of this.
  - Some post-holders will service one of the university committees (currently 3: ADC, SSC and QMSC). The number of committees and therefore of post-holder duties will vary. Any of the post-holders may be asked to service working groups, boards or sub-committees as required. In all cases post-holders will be expected to provide a proactive and professional service to committee members and other interested parties.
  - Post-holders may be asked to take responsibility also for the grade B member of support staff whose remit covers the whole of the Quality Support team.
  - To engage positively in the development of on-line and electronic communication, storage and retrieval including the use of databases. This will be particularly relevant to the post-holder's area(s) of expertise but will apply to all interactions and process management.
  - Participate in good practice, including regional or national consultation and communication events and proactively bring back suggestions to improve practice.
  - To evaluate and provide information and evidence for any external reviews at institutional or faculty or partner level as required.
  - To undertake other duties which the Quality Support Manager or Academic Registrar may require.

**Special Circumstances:**

All post-holders will be required to undertake some local and national travel which may require early starts and/or late finishes and/or overnight stays.

At least two post holders of these posts will be required to undertake significant overseas travel which will include overnight stays (not usually longer than a week) and may require weekend travel.



#### Part 2A: Essential and Desirable Criteria

##### *Essential*

##### **Qualifications and Professional Memberships:**

- Honors degree or equivalent qualification or substantial equivalent professional experience in a similar role.

##### **Knowledge and Experience:**

- A proven understanding of the value of delivering high quality and consistent support services and experience of working constructively with stakeholders.
- Good interpersonal skills including the ability to work collaboratively and supportively with colleagues within a matrix structure to make best use of the time and skills available.
- Self-motivation and the ability to work without direct supervision.
- The ability to manage the appropriate sharing of work with the grade C supervisee.
- Demonstrable experience of scheduling and managing complex processes
- The ability to analyse and evaluate written and numerical evidence.
- Experience of writing evidence-based reports to a high standard.
- Excellent oral communication skills.
- Experience in a role requiring the ability to work under pressure and deliver to deadlines.
- Confidence in the use of IT packages including Microsoft Office and willingness to acquire further IT skills.
- The ability to provide clear and appropriate advice and explanations and the judgment to know when to escalate issues to the line manager.
- The ability to apply skills, knowledge and experience to tasks and the motivation and initiative to seek opportunities to improve.
- Experience as an expert in one or more areas relevant to the post which is used as a point of reference by others.
- Proven knowledge and experience of quality assurance processes within higher education.
- Empathy with the mission of Sunderland University.

***Desirable***

***Qualifications and Professional Memberships:***

- HEA Fellowship.
- A relevant higher degree or professional qualification.

***Knowledge and Experience:***

- Previous experience of line management.
- Previous experience of servicing committees.
- Proven experience in the use of an institutional database system such as SITS.
- Direct involvement in external quality review or audit such as that of the Quality Assurance Agency (QAA).

**Date Completed:**

November 18