
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Type Job Title	
Job Title:	Quality Support Assistant
Reference No:	
Reports to:	Quality Support Officer
Responsible For:	The post-holder will be responsible to, and line managed by, one of the grade E Quality Support Officers. The post-holders will support them and the Quality Support Manager in their work in respect of quality management with a designated faculty or faculties and in their areas of particular cross-cutting expertise, and may provide support for any faculty as required. In doing this, individuals may develop their own areas of expertise which can be shared across the team and across faculties.
Grade:	C
Working Hours:	Full time
Faculty/Service:	Academic Registry
Location:	Edinburgh Building, City Campus, Sunderland
Main Purpose of Role:	To provide a high quality of professional support in the area of academic quality management, in the first instance to the related Grade E Quality Support Officer but also, where appropriate, to other Officers and faculties.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• To provide support for the Quality Support Officer in delivering a professional support service in relation to quality management to a named faculty. This will include:<ul style="list-style-type: none">➢ Sourcing and collating (physically and/or electronically) documentation for quality management processes including programme and partner approvals and reviews➢ Liaise with members of academic staff (such as programme leaders) to obtain documentation and refer to the Quality Support Officer non-standard requirements or problematic areas➢ Liaise with members of embedded faculty support teams as required➢ Recording recommendations and requirements and chasing up responses as deadlines occur.➢ Co-ordinating approval and review arrangements with externals and with the Quality Support Administrator to arrange travel and accommodation➢ Making documentation for minor modifications available for approval

and recording outcomes

- Checking that programme specifications are up to date and published; drawing areas of concern to the attention of the Quality Support Officer
- Loading new and revised module details into SITS
- Where authorised by the Quality Support Officer, providing feedback to the faculty
- Checking that documentation such as programme handbooks and operations manuals is complete and addressing gaps; drawing areas of greater concern to the attention of the Quality Support Officer
- Making documentation available in a shared area including, where applicable, review materials and committee papers, in a timely way

- To extract data for review panels and others to use. Data may come from SITS or other systems (such as the Student Data Dashboard) or be sourced from other services. Assemble the data in a coherent way and where appropriate flag trends or outlying items.
- To support the Quality Support Officer in their area(s) of specialist cross-cutting expertise. This may include sourcing information on practice elsewhere, gathering documentation, or rolling out the use of databases or other electronic systems to enhance delivery.
- To act as a key point of contact and communication for colleagues within and beyond the team. This will include the named faculty, relevant partner colleges, members of branch campuses (in Sunderland and Hong Kong) and external panel members.
- To manage any shared email accounts, providing replies or consulting further as necessary.
- To provide administrative support for university committees and working groups serviced by the Quality Support Officer, assembling documentation, sending papers out in electronic or hard copy and maintaining electronic master copies of minutes and papers.
- To provide help to a faculty if required and authorized by the Quality Support Officer or Manager.
- To take notes of informal meetings if required. This may include supporting sub-groups within periodic review where the review team splits to explore different sub-clusters of programmes in detail with students.
- To undertake other duties which the Quality Support Manager or Academic Registrar may require

Special Circumstances:

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

Post-holders may be asked to work longer hours in return for time off in lieu at peak periods especially to meet the demands of external audit or review.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- A good standard of basic education including English and Mathematics to GCSE Grade C or equivalent
- Educated to A Level standard (or equivalent) or substantial relevant experience in a similar role.

Knowledge and Experience:

- Good customer service skills and the ability to work effectively within a team
- Good inter-personal skills and the ability to work effectively as part of a team
- Excellent IT skills including use of databases and willingness to develop them further
- Good oral and written communication skills
- Self-motivation and the ability to follow through agreed processes without direct supervision
- The judgment to know when to refer issues to someone else
- The ability to work under pressure and deliver to deadlines
- A genuine interest in and commitment to the student experience and to quality management within higher education

Desirable

Qualifications and Professional Memberships:

- An Honours degree
- Other relevant professional qualification

Knowledge and Experience:

- Experience in the use of an institutional database system such as SITS

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

Oral Communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

Written or electronic and communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

Knowledge and Experience

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies

Service Delivery

The role holder is required to deal with contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.

Decision Making Processes and Outcomes

Take independent decisions is a requirement and has a minor impact. Be party to some collaborative decisions; work with others to reach an optimal conclusion is a requirement and has a minor impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a moderate impact.

Planning & Organising Resources

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.

Work Environment

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed; be aware of health and safety procedures and reports concerns to others.

Date Completed:

May 2021