



Job Description

Job Title:	Quality Enhancement Manager
Salary Band:	Band 4
Working Hours:	Full Time – (35 hours per week (For nominal purposes)

Overall purpose/accountabilities:

Lead the University of Sunderland in London (UoSiL) in providing advice on quality assurance on academic policy matters and academic governance. Ensuring the effective delivery of quality management standards, policies and procedures are applied and developed.

Work closely with the Senior Academic and Student Administration teams, to manage quality assurance procedures, and to identify and implement enhancement initiatives, contributing to the development of UoSiL quality assurance practice and procedures. Support colleagues within the Student Administration and Systems department in the continuous development of staff and strategic priorities and serve as a key member of departments' management team

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the Assistant Head of Student Administration and Systems (Student Administration)

Staff reporting to this job: Quality Enhancement Officer x1

Main duties:

Have an oversight and lead UoSiL strategic delivery in relation to the University Academic Quality Framework, ensuring excellent customer service is provided and that advice and guidance on its interpretation and application is of the highest standard.

Take the lead for UoSiL in relation to the Quality Assurance Authority, Office for Students, Office of the Independent Adjudicator for Higher Education, Competition and Market Authority and other internal and external professional bodies standards and implementing changes in consultation with the Quality Manager in Sunderland campus.

With support from the Quality Enhancement Officer, lead on planning and preparing for internal or external quality assurance reviews, events and professional body accreditations.

Have overall responsibility for all quality activity at UoSIL such as monitoring annual programme review, external examiner reports, committee governance, approval processes for minor modifications, programme approval, relevant staff training and programme review.

Create guidance, policies and procedure documents for dissemination to staff and students and implement an annual document review process.

Lead Educational Partnership Quality activity including partnership approval, liaison, modification and review.

Develop and introduce standardised formats for agendas, papers and minutes, ensuring that actions are tracked and completed in a timely way.

Manage the monitoring of key performance indicators related to academic quality. Collating data from key information sources and presenting trends and analysis to management with recommendations.

Work closely with key stakeholders, including the Quality Manager in Sunderland campus, academics and professional staff, ensuring effective relationships are maintained and best practice is shared and maintained.

Support and guide UoSIL colleagues on best practice and policy/procedure compliance for external submissions such as TEF.

Working with the Assistant Head of Student Administration and Systems shape, develop and implement processes in consultation with key stakeholders that are in line with institutional policy, ensuring quality and standards of taught programmes.

Represent the Student Administration and Systems department through participation on committees and project groups, either internal to the University or external organisations relevant to the role.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Provide inspiring and motivating leadership, using excellent interpersonal skills to deal with challenging people and situations.

Deputise for the Assistant Head of Student Administration and Systems (Student Administration) as required.

Contribute to the development and delivery of team and departmental objectives on a yearly basis.

Identify and participate in continuous professional development as appropriate, keeping administrative processes and support structures under review and make recommendations to improve their effectiveness.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commit to the effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross skilled in all aspects of the team's full portfolio.

Person Specification

Essential	Qualifications
	Educated to degree level or equivalent.
	Experience
	Proven experience in a similar academic support/administration role related to quality management within a Higher Education environment.
	Demonstrable understanding of Higher Education programme structures and requirements.
	Experience of the external requirements in respect of assurance, and assessment of quality standards.
	Experience of utilising management information to inform service delivery.
	Demonstrable experience of managing audits or reviews.
	Proven track record of effective leadership and staff management
	Skills & Attributes
	Ability to manage own workload and that of a team through effective prioritisation and display of good organisational ability.
	Exceptional IT skills within a wide variety of Microsoft office programmes. With significant competence in excel.
	Meticulous attention to detail and excellent organisational skills, to work effectively under pressure within a variety of competing deadlines.

	<p>An analytical approach and the ability to devise innovative ways of presenting complex data to varied audiences.</p> <p>A skilled influencer, with the ability to objectively challenge and negotiate with a variety of stakeholders.</p> <p>Ability and commitment to show resilience in a challenging competitive higher education sector.</p> <p>Proven ability to develop and maintain effective and professional working relationships across teams and diverse stakeholders, to support the achievement of collaborative priorities.</p>
Desirable	<p>Qualifications</p> <p>HEA Fellowship.</p>
	<p>Experience</p> <p>Previous experience of policy and/or processes development.</p> <p>Proven project management experience.</p>
	<p>Skills & Attributes</p> <p>Proven ability to design and deliver effective training solutions to embed knowledge and expertise within a team.</p> <p>Microsoft Office Accredited.</p>

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