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University of Sunderland



# Role Profile

## Part 1

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Quality Coordinator	
Job Title:	Quality Coordinator
Reference No:	0498-23
Reports to:	Quality Manager
Responsible For:	Providing a professional support service to academic staff and programme teams; coordinating and supporting members of the Quality Support Team.
Grade:	Grade D
Working Hours:	37 Hours
Faculty/Service:	Academic Registry
Location:	Sunderland Campus
Main Purpose of Role:	To play a key role in the Quality Support Team and to provide high quality professional support to Quality Support Team members and Quality provision. To play a key role with faculty stakeholders and other professional services within the University. Deliver a high-quality customer service for the Academic Registry at all times.

**Key Responsibilities and Accountabilities:****General Responsibilities**

- Supervise the work of Quality Support Assistants on a day-to-day basis, in consultation with the Quality Manager and Quality Officers.
- Act as the key contact point to coordinate and support the delivery of all activities associated with Quality activity in accordance with institutional and relevant professional and regulatory body policies.
- Maintain, evaluate, develop and monitor processes and procedures that support all areas of quality support; suggest and implement improvements
- Take the lead on giving advice on a wide range of enquires.
- To keep abreast of internal and external developments, including those of the Office for Students and the Quality Assurance Agency.
- Coordinate aspects of quality support, including the implementation, review and continuous improvement of related processes and systems.
- To provide subject matter input and for task and finish groups, working collaboratively with internal and external stakeholders.
- Line management of Quality Team members.

### **Programme and Partner Approval Reapproval**

This will include, but is not exclusive to, the following:

- Managing the Quality events schedule, ensuring that the schedule is up to date
- Preparing reports on the progress of programme approval and partner approval, for the Quality Team to inform reports to Academic Board, and relevant committees.
- Acting as Officer to straightforward programme and partner approval panels.

### **Articulation Agreements**

To be responsible for Articulation timelines and coordination and this quality process.

### **External Examining**

To be responsible for oversight of the external examining process including, but not exclusive to:

- Co-ordinating the approval of new external examiners through Academic Development and Quality Sub-Committee (ADQSC)
- Organizing the annual induction process for new external examiners, including ensuring that online induction materials remain current and relevant and coordinating arrangements for the induction webinar
- Production of the annual overview reports for the University committees and following up on committee actions from the overview reports
- Oversight of the process to ensure that all external examiner reports are published effectively.

### **Data and Management Information**

To be responsible for gathering data and management information in support of approval and review activity including:

- Liaising with Planning-MI to ensure that data sets can be provided to Programme and Partner meetings and panels that are current and relevant and meet University KPIs
- Providing information to panels in accessible formats that can be easily understood.
- Engaging in and undertaking project work for data and information management systems, process and policy review.

### **Minor Modifications**

To be responsible for the oversight of the minor modifications process, including, but not exclusive to:

- overseeing the work of the Quality Support Assistants in relation to minor modifications to balance workloads and meet deadlines
- Leading on the ADQSC approval process for minor modifications to programmes and modules
- Providing overview reports on minor modifications to the University committees.

### **Operations Manuals / Programme Handbooks**

To be responsible for the review of operations manuals and handbooks including:

- Proactively liaise with Quality Support, Programme Administration, faculties and services to ensure that information and reference points are up to date and accurate

- Disseminate manuals to collaborative partners
- Act effectively as the key point of contact for operations manuals for collaborative partners
- Work with Quality Officers to develop new manuals where new or varied models of collaboration are agreed.

**Other**

Undertake duties commensurate with the grade as determined by the Quality Lead.

**Special Circumstances:**

Flexibility in relation to working arrangements is essential. Occasional out of hours working will be required as the role holder will be expected to work additional hours at peak times of the year and may have to undertake UK and international travel as necessary. Annual leave may be restricted at certain times of the year.

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# University of Sunderland

## Role Profile

### Part 2

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Lifechanging



**University of  
Sunderland**

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

##### ***Essential***

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

- Educated to degree level or equivalent relevant qualification, or substantial relevant experience and expertise.

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

- Experience of working successfully in a customer-focused service environment.
- Knowledge and experience of the use and interrogation of database systems
- Ability to develop and enhance systems and processes, and experience of using technology to do so.
- The ability to build relationships and challenge in the right area
- Ability to use initiative, to work without direction supervision and the experience and judgement to find creative solutions to complex problems
- Demonstrates accurate, written communication and a high attention to detail
- Demonstrates successful application of digital skills
- Excellent level of digital and oral communication skills.

##### ***Desirable***

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

- Professional Qualification in a relevant area.

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

- Knowledge and experience of Quality Management within the HE Sector
- Acquire core knowledge of the main processes of programme and partner approval and reapproval.
- Experience of supporting committees to a professional standard
- Experience of successfully supervising staff
- Experience of the use and interrogation of database systems, such as the University's student records system, SITS, and the ability to use such a system to extract data for reporting purposes.

## 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 communication and visual media*

The role holder is required to understand and convey straightforward information in a clear and accurate manner and 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.

### **TEAMWORK AND MOTIVATION**

The role holder is required to clarify the requirements and agree clear task objectives for team members; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

### **LIAISON AND NETWORKING**

The role holder is required to carry out standard day-to-day liaison using existing procedures in order to influence events or decisions; undertake active collaboration to pursue a shared interest. The role holder is required to participate in networks within the organisation or externally in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. Not a requirement of the role to initiate, develop or lead internal networks. Not a requirement of the role to initiate, develop or lead networks which are external to the institution.

### **SERVICE DELIVERY**

The role holder is required to deal with internal or external 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 and it is an important requirement to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

### **DECISION MAKING PROCESSES AND OUTCOMES**

Take independent decisions is a requirement and has a minor impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a moderate 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 AND ORGANISING RESOURCES**

The role holder is required to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; monitor progress against the plan.

**Date Completed:**

July 2023