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# University of Sunderland

## Role Profile

### Part 1

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lifechanging



**University of  
Sunderland**

Quality Support Officer	
Job Title:	Curriculum & Quality Officer (School of Medicine)
Reference No:	NEW834
Reports to:	School Operations Manager
Responsible For:	Administration Coordinators
Grade:	E
Working Hours:	Full time
Faculty/Service:	School of Medicine
Location:	City Campus, Sunderland
Main Purpose of Role:	<p>As the Curriculum &amp; Quality Officer (School of Medicine) you will be responsible, alongside the Undergraduate Programme Lead and School Operations Manager, for the development, implementation and delivery of the School of Medicine Quality Assurance, Management and Control Framework. Our Quality Framework is key to ensuring the school adheres to the quality assurance requirements of our Professional Statutory Regulatory Body (PSRB) – the General Medical Council (GMC).</p> <p>You will ensure that all timelines related to Quality Assurance, Management and Control processes are clear and aligned to the School of Medicine governance structure, liaising with internal and external stakeholders as appropriate.</p> <p>You will work closely with academic leads to coordinate the collection, interpretation and distribution of large data sets and reports related to national and local student feedback on curriculum delivery.</p> <p>You will work alongside the Undergraduate Programme Lead and Associate Head of School to maintain an accurate record of curriculum enhancement and / or changes, ensuring that approved process is followed, and decisions ratified by the Quality Committee.</p> <p>You will coordinate and accurately record the annual cycle of quality visits to Hospital Trusts, liaising closely with Placement Providers and NHS England, Workforce, Training and Education (NHSE WTE).</p> <p>You will work with the School Operations Manager and Head of Faculty Operations to contribute to the continual review and development of governance structures within the school, faculty and University.</p>
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none"><li>• Manage staff within own area on a day-to-day basis, including leading on appraisals, driving effective performance, proactively addressing staff issues,</li></ul>

and role modelling the University of Sunderland values and expected behaviours.

- Develop and strengthen relationships with key internal and external stakeholders, including the University of Sunderland Quality Management Team, General Medical Council (GMC), NHS England, workforce Training & Education (NHSE WTE), to ensure that the school is able to deliver its Quality Assurance, Management and Control framework as well as deliver against central University quality requirements
- Work collaboratively with clinical, academic and support staff, internal and external to the school to ensure efficiency and best practice in Curriculum and Quality Management.
- Maintain updated knowledge of the GMC quality assurance standards and process, keeping abreast of current and future developments to inform relevant School colleagues and implement local process improvements.
- Support the administration of the School Incident Evaluation process under the leadership of the School Operations Manager, ensuring that authors are supported to complete the Incident Evaluation and that this is seen at appropriate committees within the governance structure.
- Manage the system and associated processes to maintain an accurate record of curriculum enhancement and / or changes, ensuring that process is followed, and decisions are ratified by the Quality Committee.
- Ensure the maintenance of an up-to-date repository of version-controlled school policy and procedure and a repository of external reports from regulatory bodies, external examiners and student feedback reports.
- Provide comprehensive advice to academic and support staff and external stakeholders / subject specialists on processes, quality standards, the effective production of documentation, and the evaluation of documentation.
- Regularly produce evidence-based progress reports for both internal and external stakeholders.
- Provide formal staff development and informal briefing to clinical, academic and support staff and student representatives to engage with quality assurance, management and control processes.
- Support working groups, boards, committees or sub-committees as required. You will proactively and professionally support committee members and other interested parties.
- Participate in good practice fora, including regional or national consultation and communication events and proactively bring back suggestions to improve practice.
- Undertake any other duties required within the scope and grade of role.

**Special Circumstances:**

The post-holder will be required to undertake some local and national travel which may require early starts and/or late finishes and/or overnight stays. There may be some occasional late evening / weekend work required.



### Part 2A: Essential and Desirable Criteria

#### *Essential*

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

Educated to degree level or equivalent relevant experience.

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

- A proven understanding of the value of delivering high quality and consistent support services and experience of working constructively with academic and administrative colleagues.
- Good interpersonal skills including the ability to work collaboratively and supportively with colleagues and internal and external stakeholders.
- Self-motivation and the ability to work without direct supervision.
- Demonstrable experience of developing, implementing and managing complex processes.
- Proven ability to analyse and evaluate written and numerical evidence effectively, with a high level of data fluency.
- Experience of writing evidence-based and data-driven reports to a high standard.
- Excellent oral communication skills.
- Proven 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.
- The ability to apply skills, knowledge and experience to varied tasks and the motivation and initiative to seek opportunities for continuing professional development.
- Experience as an expert in one or more areas relevant to the post which is used as a point of reference by others.
- Shared Values with those of the University of Sunderland.
- Previous experience of servicing committees.

#### *Desirable*

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

- A relevant higher degree or professional qualification.

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

- Proven knowledge and experience of quality assurance processes within higher education and Medical Education.
- 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 General Medical Council or Quality Assurance Agency (QAA).
- Knowledge and experience of sector-level requirements and policy initiatives relating to programme quality management.

- Experience manipulating and interrogating complex data and metrics.
- Previous experience of line management.

## Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

### Team Development

The role holder is required to advise or guide others working in the same team on standard information or procedures and the role holder is required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training and the role holder is required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance.

### Service Delivery

The role holder is required 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 and 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).

### Pastoral Care and Welfare

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people and the role holder is required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the organisation; recognise when an individual should be referred elsewhere for professional help; respect confidentiality.

### Communication Oral

#### Communication

The role holder is required to, understand and convey complex 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 complex 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 a breadth or depth of experience showing full working knowledge and proficiency of their own area of expertise; act as a point of reference to others; demonstrate continuous specialist development, acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal or external development activity.

### 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.

October 2024

