It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Quality and Student Engagement Officer
EHA1328B-0621

Reporting to: Faculty Quality Officer

Accountable to: Dean of Faculty

The Post

The post-holder will be based in the Faculty Office supporting two Senior Administrators. Whilst working under the direction of the Faculty Quality Officer the post-holder will be responsible for servicing the Module Approval Sub-Committee (MASC), and programme and module specification updates on the University's electronic validation system (e-Val). Another key task is ensuring that the Faculty portfolio of External Examiners' reports and responses is compiled in a timely fashion with all necessary actions completed.

The post-holder will be responsible for the operational management of student engagement approaches in the Faculty of Arts & Sciences, with an overview of QAA/UK Quality Code/CMA and university requirements in this area.

Working under the direction of the Faculty Assistant Registrar the post-holder will support key student-facing processes and the flow of information between Academic Registry, the Faculty's academic areas and its students, ensuring communication of decisions is achieved in a timely manner.

The post-holder will be responsible for the coordination and servicing of Faculty Learning & Teaching Committee, Chaired by the Associate Dean for Teaching & Learning.

Duties and Responsibilities

1. To service the Module Approval Sub-Committee (MASC), including liaising with members of staff across all levels in departments to ensure accurate documentation is presented to the MASC panel. Will also include the coordination and minuting of the meetings.

2. To manage the monitoring and updating of module and programme specifications on the University's electronic validation system (e-Val).

3. To support the development of Faculty quality assurance and enhancement systems

4. To store and retrieve information accurately, managing the Faculty's approved modules spreadsheet and minor modifications log

5. To enhance communications to ensure alignment of MASC and Programme Boards

6. To support the Faculty Quality Officer in the preparation of validation documentation for Faculty pre-validation scrutiny, University level validation and Periodic Review events

7. To ensure academic provision across the Faculty has the required External Examiner in post and that all annual reports and responses are completed in a timely fashion

8. To monitor and maintain the Professional Accreditations Register for FAS, ensuring information is accurate and up-to-date.

9. To maintain a register of minor modifications for each Department, in order to provide an accurate record of modifications to Departments, Faculty and Institution for monitoring purposes such as Periodic Review.

10. In the absence of the Faculty Quality Officer, provide specialist information to senior colleagues in relation to Faculty quality management and enhancement processes

11. In liaison with the Students' Union, to co-ordinate the allocation of course representatives to Faculty boards and committees

12. To co-ordinate and monitor the Faculty's Staff Student Consultative Forums (SSCF) ensuring that:
    - Meetings are scheduled each academic year
    - Meeting summaries are produced, by meeting secretaries, and circulated to course representatives in a timely manner
    - Meeting summaries are presented at Programmes Boards

13. In conjunction with the Faculty Quality Officer, manage proactive administrative systems for student engagement approaches in the Faculty, monitoring the alignment of practices to the UK Quality Code relating to student engagement and university Codes of Practice, liaising with academic staff, university departments and the Students' Union

14. To support the Students' Union in the election process of course representatives and the arrangements and administrative support for Staff Student Consultative Fora (SSCFs) in the Faculty of Arts & Sciences, in adherence to the Course Representatives Code of Practice, liaising with Head of areas/Subject Tutors and the Students' Union.

15. In conjunction with the Associate Dean (Learning & Teaching), and Faculty Assistant Registrar pro-actively co-ordinate arrangements within the Faculty for students' first week experience and induction, liaising with the Students' Union and Student Recruitment to enhance organisation, management and communication to students and staff during this period. This will include supporting the evaluation of the first week experience, monitoring trends and implementing ongoing improvements in response to student and staff feedback.

16. To service Faculty Learning & Teaching Committee, liaising with staff across all levels of the Faculty to ensure accurate documentation is submitted to the Committee and actions set are followed up and achieved

17. To process, record and track student Recognition of Prior Learning and credit transfer applications, working collaboratively with the Admissions team and academic areas to ensure decisions are communicated in a timely manner.

18. To service Extenuating Mitigating Circumstances panels, collating documents for the panels and updating the database accordingly. This includes communicating decisions to students.

19. To maintain records of Progress Support Meetings held in Departments, organising and minuting meetings of Faculty Progress Support meetings as required

20. To maintain records of students opting into the in-year re-assessment scheme and repeat year and transfer to part time agreements

21. To track, record and liaise with academic areas regarding students eligible for Learning Agreements, ensuring that students follow due process in completing appropriate documentation within the agreed timelines.

22. To process Alternative Assessment requests, confirming decisions made to students

23. To manage the flow of students' module and programme change requests between Academic Registry and the Associate Dean (Learning & Teaching) after the institutional deadline, ensuring communication of decisions is achieved in a timely manner.

24. To work collaboratively across the Faculty and University to develop, share, explain and support specialist instructions and procedures.

25. To write detailed reports on specialist matters in the correct format and a timely manner as required

26. To advise colleagues across the Faculty in relation to e-Val, quality and student-led processes, FLTC and MASC

27. To be an active member of Faculty working groups as appropriate

28. To develop effective working relationships across all levels to ensure deadlines are met

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 5, Points 19-22

£24,461 - £26,715 per annum

Hours: 36.25 hours per week

Fixed-Term to 31/08/2022

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Quality & Student Engagement Officer
EHA1328B-0621

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to degree level	*		A
2	Appropriate Intermediate IT qualification e.g. ECDL		*	A
Experience and Knowledge				
3	Previous experience of working in higher education		*	A
4	Experience of working in a busy office environment	*		S
5	Experience of strategic working and thinking	*		S, I
6	Experience of data transferal and correction	*		S, I, T
Abilities/Skills				
7	Ability to write detailed reports on specialist matters	*		S, I
8	Experience in servicing meetings	*		I
9	Excellent attention to detail with the ability to work under pressure to meet tight deadlines without loss of accuracy or content	*		S, I
10	Able to organise and prioritise work effectively	*		S, I
11	Excellent communication and interpersonal skills with the ability to develop effective working relationships across all levels	*		I
12	Ability to work independently and as part of a team	*		S
13	Ability to use initiative and to be proactive	*		S, I
14	Flexible approach to work	*		I
15	Advanced IT skills in all aspects of Microsoft Office	*		S, T
16	Database management		*	S, I

***Method of Assessment**
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.