Job Description and Person Specification

Summary

Job title:	Academic Quality Officer
Area:	Governance, Quality Assurance & Student Casework
Reference:	EHA1419-0924
Grade and Salary:	£27,181 - £29,605 per annum, pro rata. Grade 5, Points 19-22
Contract Type:	Permanent
Hours:	Part Time (29 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Academic Governance and Quality Assurance
Reporting to:	Academic Quality and Standards Manager

About the Department

The Governance, Quality Assurance and Student Casework (GQASC) unit comprises three teams who ensures the University's quality, standards and student outcomes comply with the Office for Students' (OfS) whole regulatory approach.

About the Role

You will work closely with other members of the team to achieve the objectives of the Governance, Quality Assurance and Student Casework unit (GQASC). The Academic Quality Officer (AQO) provides professional administrative support to a team of Academic Quality and Standards Managers (AQSMs). Providing effective support for the maintenance of high-quality data and information held in the University's external examiner database and the curriculum management system. AQOs oversee aspects of the external examiner system; academic programme management (the approval of academic programmes of study); data collection and analysis; and the effective monitoring and review of programmes. This involves the ability to write detailed, accurate reports and minutes to a high standard; develop written 'how to guides' and record training materials; determine priorities, plan workloads, and organise time and resources with limited supervision; manage complex and sensitive information with a high degree of confidentiality; and to assume responsibility for tasks that may not have been anticipated in previously agreed work schedules.

Being digitally literate and having the capability to handle and interpret detailed data sets accurately, is essential and a core part of the AQO role. You will maintain a high level of professionalism in all aspects of work. Alongside the AQSMs, deliver a professional secretariat service for Academic Board, its committees, and major sub-committees in accordance with the University's Articles of Governance. You will contribute to the development and enhancement of quality management processes and take a role in assuring the University's continuing alignment with the Office for Students (OfS) part B Conditions of Registration for quality, standards and student outcomes on which the University's continuing status within the UK HE sector depends.

Duties and Responsibilities

1. To be responsible for the effective management and development of the University's External Examiner system, including:

   a. Maintaining the external examiner database, ensuring the quality, security and confidentiality of its contents; and designing and delivering appropriate user training.

   b. Working with Faculties to ensure appropriate coverage of external examiners across curriculum.

   c. Providing professional, consistent and accurate advice and guidance in response internal and external enquiries.

   d. Undertaking 'right to work' checks with external examiners, leading on the operation and review of the process alongside relevant HR.

   e. Checking and processing external examiner fee claims, ensuring compliance with internal policies and the University financial regulations.

   f. Monitoring in-coming external examiners reports and alerting the Head of Academic Governance and Quality Assurance to any potential areas of risk to academic standards and quality which will require urgent attention.

   g. Planning and organising the annual External Examiners' Conference, liaising with support services; finalising the agenda and speakers; arranging room accommodation, signage, car parking, hospitality and video recording facilities; and scheduling local meetings with departments.

2. To be responsible for the operational management and development of the University's curriculum management system, including:

   a. Overseeing the approval, storage and accurate updating of all programme and module specifications to ensure the integrity of the University's database of taught academic awards.

   b. Using own initiative and problem-solving skills to provide technical support to system users and deliver specialist training sessions for academic and professional service staff.

   c. Proactively proposing and delivering procedural and technical enhancements that will improve system usability by Faculties, academic departments and support services.

   d. Maintaining system user guides and the development of additional

operational guides, including bitesize video guides, where necessary.

3. Support programme validation, modification and review activity and other quality assurance procedures, acting as secretary for these panels where appropriate, and producing detailed, accurate reports of key discussions and scrutinising technical information relating to curriculum development activity.

4. Provide professional and proactive administrative support for the University's continuous monitoring and review schedule using expert knowledge to:

    a. Support the lead AQSM for monitoring and review by creating the monitoring and review schedule and coordinating activities across the institution.

    b. Analyse and evaluate Key Performance Indicators and other quantitative and qualitative data to produce authoritative and succinct briefing documents that guide the deliberations and decisions of a panel of senior academic managers, chaired by a member of the Directorate.

    c. Minute complex and detailed discussions accurately using specialist technical language, advising panels in accordance with processes set out in the University's Quality Management Handbook.

    d. Produce finished reports of meetings to a high professional standard such as to inform the decision-making of the University and its Directorate.

    e. Develop and update the 'preparing for monitoring and review' institutional guide.

5. Take responsibility for overseeing the content and presentation of the Tableau data dashboards, disseminating key information, and data briefing documentation, to colleagues within GQASC and throughout the institution, at crucial points during the year.

6. Develop and accurately maintain allocated pages of the GQASC website, relevant WIKI pages and support the creation of the Quarterly Quality staff update.

7. To contribute to the Academic Quality Enhancement Committee's Annual Process Review, updating the Quality Management Handbook and associated handbooks, guides and templates as required.

8. To develop, implement and maintain efficient, effective and professional administrative systems to deliver the business objectives of the GQASC department and to support the team in meeting University expectations, adapting existing systems to address changed institutional policies and guidelines.

9. Act as secretary to institutional academic board committees including the External Examiners Sub-Committee, Student Experience Sub-Committee and Employability Sub-Committee and other intra-institutional fora and workgroups as required.

10. Exercise a high level of professionalism in all dealings with the GQASC's stakeholders, building and maintaining effective and highly positive business relationships with Faculties and other professional services including SPPU, IT-Services and Academic Registry.

11. Support the University's commitment to student voice, by coordinating the collation of student feedback to feed into validation submissions. This will draw upon key data sets including NSS, Student Voice surveys and supporting student focus groups of students involved in validation programmes, collating their feedback into a summary report for validation panels, where appropriate.

12. To make a positive contribution towards building a motivated and efficient team through mutual respect and accountability, helping to set team objectives and contributing to team agendas.

13. To undertake other duties commensurate with the postholder's role and grade as agreed with the line manager.

In addition to the above all Edge Hill niversity 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

g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

Eligibility

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

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
An undergraduate degree or significant amount of relevant professional experience	Essential	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience in handling, and interpreting, data sets	Essential	Application, Supporting Statement, Interview & Test
Experience of working in higher education	Desirable	Application & Interview
Experience of overseeing the operation of a curriculum management system or relevant system experience	Desirable	Application, Supporting Statement & Interview
Experience of servicing committees or other formal meetings	Essential	Application, Supporting Statement & Interview
Knowledge of the Higher Education quality sector and how data informs quality work	Desirable	Interview
Experience of scheduling meetings and events with multiple staff throughout a university (or equivalent) and managing timescales effectively to meet business cycle needs	Essential	Application, Supporting Statement & Interview
Experience of creating training materials and videos to support staff needs	Desirable	Application & Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent report and minute writing skills	Essential	Application, Supporting Statement, Interview & Test
Able to handle, analyse and synthesise complex quantitative and qualitative data	Essential	Application, Supporting Statement, Interview & Test
Evident digital literacy and the ability to use Microsoft Office applications effectively.	Essential	Application, Supporting Statement, Interview & Test
Able to work on own initiative with minimal supervision, organising and prioritising work efficiently and effectively under pressure to meet internal and external deadlines	Essential	Application, Supporting Statement & Interview
Able to work as part of team	Essential	Application & Interview
Able to maintain confidentiality when handling sensitive information	Essential	Application, Supporting Statement & Interview
Able to network and to develop and maintain effective working relationships at all levels within the University	Essential	Application, Supporting Statement & Interview
Excellent communication skills, both written and oral	Essential	Application & Interview
Good presentation skills	Essential	Application & Interview
An awareness of Equality Opportunities issues	Essential	Application & Interview
Willingness to undertake staff training and development, as required	Essential	Application & Interview

Candidate Guidance and How to Apply

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

For informal enquiries about this vacancy, you may wish to contact: Victoria Winstanley, Academic Quality and Standards Manager at Winstanv@edgehill.ac.uk.

When you are ready to start the formal application process, please visit our Current Vacancies website, search for the role you wish to apply for, and select the 'Apply Online' button at the bottom of the job advert. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and you can move backwards and forwards between individual form sections at any time prior to application submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

As part of your application, you will be asked to provide details of two referees. Please see our application form for guidance on how to nominate your referees.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.

Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

If you are offered the post, the offer will be subject to pre-employment clearance. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity and evidence of your qualifications and professional memberships as referenced as essential or desirable in the person specification for this role. You will also be asked to complete onboarding forms including a pre-employment health questionnaire to support the University make appropriate adjustments to support you in the role. The University will also contact the referees you have nominated. Please note that you may be asked for alternative or additional referees as we seek references that cover your previous three years of employment history. Following successful completion of pre-employment clearances (including an Enhanced Disclosure and Barring Service check, as relevant, please see job advert) a start date will then be arranged with you.