

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Senior Quality Administrator (Student Engagement)

Salary £34,943 - £42,914

Grade: 4

Location:

272 High Holborn, London

Accountable to: Deputy Head Assessment and Quality

Section:

Academic Registry

Purpose of Job: To coordinate and support student engagement in external and internal student surveys and University Quality enhancement processes. Maintaining an overview of external and internal student surveys at the University supporting initiatives that are designed to respond to the student feedback received.

Main Duties and responsibilities

- Coordinate and support student engagement in external and internal student surveys and University Quality enhancement processes.
- To manage the operation of the University's Student Survey (USS) process. This will include:
 - a) Overseeing the operation of the survey ensuring that students have the opportunity to feedback.
 - b) Develop initiatives to support student engagement.
 - c) Advising staff on the process
 - d) Monitoring response rates.
 - e) Coordinating the updating and addition of new questions as appropriate.
 - f) Overseeing and monitoring the feedback to ensure that students are responded to in a timely manner and that results are received and discussed at the appropriate forums.
 - g) Coordinate and present an annual report to the University Academic Quality and Standards Committee
 - h) Support initiatives that are designed to respond to the feedback received.
 - i) Provide staff development as appropriate
 - j) Manage the operation of the survey software
 - k) Coordinate the University Student Survey Network
- Coordinate University engagement with student national surveys
 - a) Oversee and coordinate University involvement in the National Student Survey
 - b) Oversee and coordinate University involvement in the Postgraduate Taught Experience Survey
 - c) Develop initiatives to support student engagement in surveys
 - d) Provide staff development as appropriate
 - l) Support initiatives that are designed to respond to the feedback received as appropriate
 - e) Manage the operation of the survey software.
- Work closely with other departments involved in student engagement initiatives across the University including the Dean of Students and the Student Union.
- To support the operation and development of the University's quality assurance procedures and academic policy and regulatory framework as appropriate.
- To support the University's Complaints and Appeals unit as appropriate
- Supporting Assessment and Quality teams responding to student queries as appropriate.
- To service committees across the University as required.

- To undertake as directed project work in areas of developmental importance to the University in relation to quality assurance and academic policy developments. Project work will involve working independently and in teams and include:
 - a) acting as secretary to ad hoc working groups;
 - b) background research both within the University and in the UK Higher Education sector on specific policy and practice areas;
 - c) collation of information, including statistics, into reports with conclusions and recommendations for action;
 - d) drafting of briefing papers for consideration by quality assurance management and committees;
 - e) drafting of policies and procedures.

Additional Duties and Responsibilities

- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.
- To attend conferences and meetings relevant to the development of academic standards and quality assurance in HE.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key working relationship: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required

Academic Registrar

Head of Assessment and Quality

DeputyHeadofAssessmentandQuality

Complaints Appeals and Assessment Manager

Senior Administrator (Assessment & Policy Development)

Quality Managers

Student Union

Resources Managed

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Person Specification	
Specialist Knowledge/ Qualifications	First degree or equivalent
Relevant Experience	<p>Experience of working in the quality management area within the higher education sector</p> <p>Experience of student engagement within the higher education sector</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media</p> <p>Able to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly used in own area of work</p> <p>Able to deliver presentations, briefings and training to groups of administrative and academic colleagues</p>
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems