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JOB DESCRIPTION	
Job title: Quality Assurance and Enhancement Manager	**Accountable to**: Head of Quality Assurance and Enhancement, UAL Awarding Body
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: 52
Salary: £45,603 per annum	**Grade**: 6
Service: UAL Awarding Body (Operations and External Affairs)	**Location**: High Holborn

Who are UAL Awarding Body?

UAL Awarding Body designs and awards qualifications in creative subjects from Levels 1 to 4, operating in England, Scotland, Northern Ireland and Wales. It works with more than 200 Further Education Colleges, Sixth Form Colleges, schools and universities across the UK, and is regulated by Ofqual, CCEA and Qualifications Wales.

UAL Awarding Body is part of UAL's Academic Enterprise Department, which leads the University of the Arts London's third stream income operations. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd, UAL Awarding Body, the Language Centre, college and research based enterprise, business and innovation operations. Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but is also developing new products and services for new and existing markets.

Academic Enterprise is a successful and growing department with an anticipated combined turnover of £32m in 2017/18, from both B2B and B2C activities. There are approximately 195 staff and 650 hourly paid tutors working in Academic Enterprise operations in all UAL's Colleges as well as central university services. Each year, around 70,000 students study on short courses or qualifications offered by AE business units.

What is the purpose of the role?

Reporting to the Head of Quality Assurance and Enhancement (Responsible Officer), the Quality Assurance and Enhancement Manager is responsible for the design, implementation and management of all quality assurance systems and procedures that support the Awarding Body's core business, from student registration through to award and certification. They advise the Head of Quality Assurance and Enhancement on all matters relating to quality assurance and regulatory compliance and support them in implementing the Awarding Body's three-year strategy.

The Quality Assurance and Enhancement Manager supports the Responsible Officer in achieving and maintaining full compliance with qualification regulators such as Ofqual, CCEA, and Qualifications Wales and actively manages and delivers the annual quality self-evaluation exercise.

Duties and Responsibilities

Regulation
- To project manage the annual processes for self-assessment against regulatory requirements and to manage the production and submission of Statements of Compliance to the qualifications regulators.
- To provide expert, informed and reliable advice to the Head of Quality Assurance & Enhancement on all aspects of quality assurance, enhancement and compliance.
- To hold and maintain a sound, up-to-date understanding of regulatory requirements and ensure that systems and processes support ongoing compliance.

- To develop and maintain a current working knowledge of data compliance legislation and to ensure all data is managed in accordance with legal requirements and those of the University.
- Manage the preparation and delivery of audits by qualification regulators
- To develop and maintain a current working knowledge of UAL Awarding Body qualifications; titles, levels, credits, structure etc.

Quality Assurance and Enhancement
- To continuously innovate, enhance and develop sustainable, compliant, quality assurance systems to meet the changing needs of the business.
- To identify, project manage and implement new opportunities for quality enhancement.
- To ensure that all systems and processes are fit for purpose, robust, tested and auditable and meet or exceed quality and compliance requirements.
- Design and implement a centre risk management system and process

Management
- To effectively and efficiently manage the day-to-day running of the UAL Awarding Body Quality Assurance and Enhancement function.
- To manage the allotted budget and ensure that expenditure is monitored and the budget adhered to.
- To lead, develop and actively line-manage direct reports.
- To design and deliver an annual programme of training and development for the Quality Assurance and Enhancement team
- Deputise for the Head of Quality Assurance and Enhancement in their absence

Business information and data
- To quality assure the regular statistical analyses and reporting of data for centres, Chief Examiners and the Senior Management Team.
- To manage and quality assure the provision of mandatory data returns to regulators and government departments such as the DfE and Learner Records Service (LRS).

Collaboration
- To work collaboratively with the Head of Academic Standards and Chief Examiners to quality assure the processes for moderator and examiner recruitment and training, assessment standardisation and marking and moderation.
- To manage the Quality Assurance and Enhancement and Assessment monthly Project Steering Groups
- To liaise with the Qualification Development Manager and contribute to the Qualification Development Steering Group to ensure qualifications are developed to a high standard and conform to regulatory requirements.
- To liaise with the Operations Manager and contribute to the Operations Steering Group to ensure external moderation and associated processes conform to regulatory requirements.

Customer service and relationship management
- To provide a first-class customer focussed service to approved centres, staff and students.
- To develop appropriate Service Level Agreements and metrics for determining the efficiency and effectiveness of systems and processes and to monitor and report of their effectiveness.
- To develop and maintain good working relationships with regulators, centre staff and external suppliers.
- To occasionally travel to approved centres to address Quality Assurance matters and to maintain strong working relationships.
- To represent the Awarding Body at its conferences and events

- To plan, design and deliver the annual conference for centre quality and exams office staff.

General

- Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- 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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Head of Quality Assurance and Enhancement, UAL Awarding Body
- Operations Manager
- Head of FE Office
- Senior Quality Assurance Officer (x1)
- Quality Assurance Officer (x3)
- Quality Assurance Administrator (x1)
- Qualification regulators
- External service providers
- Senior Management Team
- Chief Examiners

Specific Management Responsibilities

Budgets: Circa £100,000
Staff: Senior Quality Assurance Officer (x1)
        Quality Assurance Officer (x3)
        Quality Assurance Administrator (x1)
Other (e.g. accommodation; equipment): laptop, phone

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PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Degree or equivalent qualifications
	Professional qualifications in quality assurance are desirable
	Up to date and in-depth knowledge of the regulated Awarding Organisation environment is essential
Relevant Experience	Demonstrable experience of logistical planning and project management, including working to demanding timeframes and quality standards
	Demonstrable experience of innovation and systems improvement within a dynamic business environment
	Experience of working for an Awarding Organisation or within a regulated framework is essential
	Experience of working with a risk management system is essential
	Experience of configuring and using a Learner Management System (LMS) to manage the recording of student registrations, achievements and awards, or a similar database system
	Advanced IT skills – particularly in relation to statistical analysis using MSExcel or similar data/statistical analysis applications
	Experience of producing clear, concise and accurate reports for senior management
	Experience of developing and maintaining relationships with external professional communities
	Experience of working to a set budget and basic financial planning experience.
	Experience of contract management and working with service level agreements.
Communication Skills	Is able to communicate clearly, concisely, unambiguously and professionally both orally and in writing.
	Can understand, and explain to the layman, technical terms commonly in use in their own area of work. Has an understanding of and experience in dealing with confidential matters appropriately and according to

	policy and procedure.
	Is able to communicate with internal colleagues and external customers at different levels of seniority appropriately, providing outstanding customer service.
Leadership and Management	Experience of recruiting, managing, developing and inspiring a high performing team
	Demonstrates an understanding of the importance of basic management frameworks and tools including the annual appraisal process, objective setting, 1:1 meetings, team meetings and annual planning
Planning and Managing Resources	Has a sound logistical background with experience of project planning and contingency management. A project management qualification such as Prince 2 or an APM Diploma is desirable.
	Is able to accurately and realistically plan, prioritise and organise their work and the work of others to achieve objectives within set timeframes and to requisite quality standards.
Teamwork	Supports fellow UAL staff and works collaboratively within a team for the common good, and is able to lead own team effectively.
	Where appropriate works collaboratively across departments and with different professional groups.
Creativity, Innovation and Problem Solving	Generally curious and seeks to identify potential problems and opportunities for improvement. An eye for detail and a desire for accuracy. Uses initiative to identify and address potential problems, implementing appropriate preventative measures where possible or uses creativity to resolve issues.
	Is prepared to listen to and evaluate suggestions from others and is able to contribute original solutions; escalating to a senior manager if the issue is complex or requires a decision outside their remit.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

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