

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:**

Quality Officer, UAL Awarding Body

**Grade:** 3

**Salary:** £28,274 – 34,515 per annum

**Location:** Awarding Body Office – based at High Holborn, London

**Section:** Awarding Body

**Accountable to:**

Senior Quality Officer

University of the Arts London Awarding Body

**Purpose of Job:**

Reporting to the Senior Quality Officer, the Quality Officer is responsible for developing, managing and reviewing policies and processes that support the core business functions of the quality assurance team. They are responsible for implementing and maintaining effective quality assurance policies and processes to ensure that quality standards are consistently met.

Together with the other Quality Officer, they will work supportively and collaboratively to proactively monitor systems and processes to ensure that any quality concerns are promptly identified and reported to the Senior Quality Officer. They will ensure that policies and procedures are consistently applied across UAL Awarding Body and its external stakeholders, and will support activities to address any areas for improvement. They will actively engage with the annual self evaluation exercise, supporting the Senior Quality Officer in establishing the level of compliance with the Qualification Regulators' General Conditions of Recognition and preparing the Annual Statements of Compliance.

**Nature and scope:****Regulation**

The Quality Officer will support the Responsible Officer and the Senior Quality Officer in achieving and maintaining full compliance with the qualification regulators such as Ofqual, CCEA, and Qualification Wales, and will actively assist with the production of the annual self-evaluation reports.

They will be responsible for collating and mapping the evidence required for meeting all three regulators' compliance requirements, conducting a full review of systems and processes and in turn, assessing the level of compliance for each of the general conditions of recognition which mark the standards to be met.

They will contribute to the content of annual quality reports, and coordinate the submission of reports to the relevant committees within UAL.

**Policies, systems & processes**

The Quality Officer will be responsible for continually reviewing and updating policies, handbooks, and support documentation, ensuring that accurate, auditable records of all quality assurance and compliance are maintained, and that records are dated, versioned and securely stored in accordance with the General Data Protection Regulation (GDPR) and UAL's central data retention policy.

They will continually analyse and evaluate current systems and processes with a view to determining those which require enhancement or improvement to meet the changing needs of both the business, regulators and the external environment.

The post holder will produce timely quality reports to identify and address potential or actual quality risks and advise the Senior Quality officer accordingly. They will help to address any such areas of risk, ensuring that high risk activities are monitored and managed effectively, and that appropriate actions are taken to secure prompt resolutions.

### **Customer service**

The Quality Officer will support UAL approved centres (FE colleges, sixth form centres and private training providers) by providing expert about the requirements of qualification and assessment policies, and will contribute to external events to ensure a standardised approach is undertaken nationally.

They will develop and implement appropriate internal and external customer service level agreements with regards to quality assurance processes, and monitor and report on them to ensure that they are met or exceeded.

The post holder will be expected to maintain high professional standards, manage confidential information with integrity, and work effectively with staff at all levels internally, across the University of the Arts London, and with external customers and stakeholders.

### **Duties and responsibilities**

- To provide advice, guidance and support in response to internal and external queries relating to quality assurance and regulatory compliance issues
- To support the Senior Quality Officer in the production of the annual self evaluation report
- To develop and maintain a thorough, up-to-date knowledge and understanding of contemporary quality assurance practice and regulatory requirements, and ensure that systems and processes support ongoing compliance
- To develop and maintain a sound understanding of all UAL Awarding Body quality assurance and compliance policies and procedures
- To continuously monitor and actively manage systems and processes, identifying areas of concern and advising on opportunities for enhancement and improvement
- To activity contribute to the preparation of information required for internal or external audits
- To provide clearly written formal reports on quality and compliance matters, as required
- To extract and report on quality assurance data as required, assisting with the validation and preparation of data returns to regulators and centres
- To sample and quality assure benchmark data, and student achievement reports
- To ensure that all staff are aware of current quality assurance mechanisms and, where appropriate, deliver training and development sessions for staff
- To support the Senior Quality Officer in managing and overseeing the work assigned to the Quality Administrator
- To manage and contribute to projects as directed by the Senior Quality Officer and or Head of Quality and Operations
- To represent and promote the UAL Awarding Body quality function at external centre visits, conferences and events
- To provide a first class customer-focussed service to staff and external stakeholders, and deliver outcomes in accordance with the appropriate service level agreements

### **General:**

- To perform such duties as are consistent with the role, anywhere within the University, as may be assigned to you from time to time.
- 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 undertake continuous personal and professional development, and to support any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.

- Work flexibly and provide cover for colleagues to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role, current legislation, 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 Relationships:**

- Senior Quality Officer
- Quality Officer
- Quality Administrator
- Head of Quality & Operations

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**Person Specification**

Specialist Qualifications	Degree or equivalent professional qualification
Specialist Knowledge	<p><b>Essential</b></p> <p>Demonstrate experience of logistical planning and project management. Working to demanding timeframes and high quality standards.</p> <p>Demonstrate experience of proactively monitoring systems and processes.</p> <p>Experience of working across multiple strands of work to demanding timeframes.</p> <p>Experience of working with the Microsoft Office Suite of applications on a daily basis.</p> <p>Experience of producing clear, concise and accurate reports for management .</p> <p>A fundamental understanding of the UK qualifications framework.</p> <p><b>Desirable</b></p> <p>Experience of working within the quality function of an organisation.</p> <p>Demonstrate an understanding of risk-based quality assurance processes.</p>

	<p>Experience of working for an Awarding Organisation.</p> <p>Experience of working in a regulatory/compliance framework.</p> <p>An understanding of the requirements of educational regulatory bodies such as Ofqual, CCEA, Qualification Wales and SQA</p>
Communication Skills	<p>Is able to communicate clearly, concisely, unambiguously and professionally both orally and in writing.</p> <p>Can understand, and explain to the layman, technical terms commonly in use in their own area of work.</p> <p>Has an understanding of and experience in dealing with confidential matters appropriately and according to policy and procedure.</p> <p>Is able to effectively communicate with internal colleagues and external customers at different levels of seniority appropriately, providing outstanding customer service.</p>
Planning and Managing resources	<p>Has a sound logistical background with experience of project planning.</p> <p>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. Is able to manage resources and work to a budget.</p>
Teamwork	<p>Supports fellow staff and works collaboratively within a team for the common good, yet is able to lead effectively.</p> <p>Where appropriate works collaboratively across departments and with different professional groups.</p>
Student Experience or Customer Service	<p>Is able to identify and empathise with the customer and understand the customer viewpoint.</p> <p>Exhibits a positive 'can-do' helpful attitude.</p>

	<p>Demonstrates a clear understanding of what differentiates first-class customer service.</p> <p>Deals with demanding customers in a positive, supportive, yet confident manner and communicates in a professional manner at all times.</p>
<p>Creativity, Innovation and Problem Solving</p>	<p>Generally curious and seeks to identify potential problems and opportunities for improvement.</p> <p>An eye for detail and a desire for accuracy.</p> <p>Uses initiative to identify and address potential problems, implementing appropriate preventative measures where possible or uses creativity to resolve issues. A 'can do' approach to problem solving.</p> <p>Is prepared to listen to, consider, and evaluate suggestions from others and is able to contribute original solutions; escalating to a manager if the issue is complex or requires a decision outside their remit.</p>

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

**Last updated: November 2017**