

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Quality Administrator

Accountable to: Quality Manager

Contract Length: Full Time

Hours per week/FTE: 35

Salary: £28,839 - £35,205 per annum

Grade: 3

College/Service: Academic Registry

Location: London College of Communication

Purpose of Role:

To provide the administrative support that underpins the College's quality assurance and enhancement procedures; assisting the Quality Manager in the preparation for validations, revalidation, continuous course monitoring, modifications, quality audits and reviews (internal and external), external accreditation student surveys and external examiner appointments.

Main Responsibilities

- Assist with the development and implementation of quality assurance procedures for College courses, in the context of the University of the Arts London and external quality frameworks.
- Provide first line advice and guidance to members of staff on the implementation of the University's Academic Registry Policies & Procedures as they relate to local delivery of quality assurance and enhancement procedures.
- Co-ordinate the process of external examiner appointment and induction in liaison with the University Academic Registry, Quality Manager, Programme Directors and Programme Lead Administrators.
- Support the organisation and servicing of course validation and revalidation.
- Advise Programme Directors and Programme Administration Managers on the format and content of Course Handbooks, ensuring that these contain current versions of text whether generated at College or UAL level.

Main duties

- To work with the Quality Manager and Dean /Associate Dean of Quality to co-ordinate preparations for external assessments and inspection.
- Create and maintain an External Examiner appointments database and assist with the collation of information in the appointment of External Examiners
- Provide support for continuous monitoring, course modifications, Quality audit and review (internal and external), external accreditation and External Examiner appointments.
- Clerk College committees and other College groups as required, to include drafting agendas, distribution of papers, minute-taking and following up action points as necessary, in consultation with the Chair.
- Support the operation of external and internal student surveys including unit evaluation.

Additional duties and responsibilities

- Works very closely with colleagues in academic administration to ensure a seamless provision of support.
- 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 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 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 Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Quality Manager
- Head of Academic Registry
- Deans / Associate Deans
- Programme Administration Managers
- Programme Administrators
- Programme Directors
- Course Leaders
- Academic Registry – Assessment and Quality Team

Specific Management Responsibilities

Budgets: N/A

Staff: N/A

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)

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Person Specification	
Specialist Knowledge/ Qualifications	Educated to A level or equivalent
Relevant Experience	<p>Has relevant experience in administration and demonstrable record of being self-motivated</p> <p>Experience of high levels of written communication skills e.g. writing, drafting, and note-taking</p> <p>Experience of working in quality management within the higher education sector</p> <p>Proven ability to deliver outputs with high levels of accuracy and attention to detail</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to supports excellent teaching, pedagogy and inclusivity
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	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems