

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Senior Quality Administrator **Accountable to:** Quality Manager

Contract Length: Permanent **Hours per week/FTE:** 35 **Weeks per year:** 52

Salary: £34,326 - £42,155 per annum **Grade:** 4

College/Service: Academic Registry (ADS) **Location:** CSM/LCF

Purpose of Role:

The role will be split between Central Saint Martins and London College of Fashion providing advice, guidance and support that underpins both College's quality assurance and enhancement procedures. Primarily focussed on the organisation and support for course validation and revalidations the role will also be crucial in the development and implementation of quality processes and their operation within and across the Colleges.

Main Duties and Responsibilities

- Lead on the planning, organisation and support for College course validation and revalidation.
- Play a leading role in the development and implementation of quality assurance processes across the Colleges actively seeking enhancement where appropriate
- Support the operation of quality assurance processes across Colleges.
- Provide 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.
- Lead the development and delivery of staff training and briefing sessions for College administrative and academic staff
- Advise and guide Programme Directors, Course Leaders and Programme Administration Managers on the content of Course documentation across all platforms, ensuring that information to students is accurate whether generated at College or UAL level.
- 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 Quality Managers and Deans in the coordination of Internal and external assessments and inspection.
- Support all the work of the College Quality Teams including, Extenuating Circumstances, Appeals, Complaints, Academic Misconduct and Material Irregularity as identified by the Quality Manager
- Supervises Quality Administrators and deputises for the Quality Manager in their absence

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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- 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):

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Person Specification

Specialist Knowledge/ Qualifications	Educated to undergraduate degree level or equivalent relevant experience.
Relevant Experience	<p>Experience in area of quality assurance within the Education sector, coupled with an ability to work independently without direct supervision</p> <p>Experience of being recognised and used as a source of reference by colleagues in the quality assurance field.</p> <p>Experience of planning and delivering staff development and training activities in specialised area.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Ability to adapt services and systems to meet the organisations needs and identify ways of improving standards and actively promoting the service.</p> <p>Able to deliver presentations, briefings and training to groups of administrative and academic colleagues</p>
Leadership and Management	Ability to motivate and lead a team effectively, setting clear objectives to manage performance
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 and staff
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems