

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Quality Manager	Accountable to: Head of Assessment and Quality Professionally Responsible to: Dean of Academic Strategy.
Contract length: Permanent	Hours per week: 35
Salary: £38,010 - £45, 603 per annum	Grade: 5

Purpose of Role:

To manage and lead a team of staff to deliver a highly effective service that supports and encompasses quality procedures and processes, committee secretariat functions, academic and business planning and student appeals and complaints and academic misconduct. To work closely with the Dean Academic Development & Quality Assurance and the Head of Academic Registry, to manage quality assurance procedures, and to identify and implement enhancement initiatives in the College. To contribute to the development of quality assurance practice and procedures, in collaboration with Quality Managers in other colleges and the University Head of Assessment and Quality.

Main responsibilities

- Manages and leads the Quality unit, undertaking line management of the Quality Administrators, ensuring effective recruitment, induction, probation, appraisals and to oversee and monitor staff training and development.
- Manage and develop the process to ensure that course handbooks accurately reflect the outcome of validation, review, major and minor modification procedures, ensuring that changes and updates are communicated to Programme Lead Administrators, Student Administration and Marketing and Communications.
- Co-ordinate the administrative arrangements for the appointment, induction and mentoring of External Examiners.
- Work closely with the Head of Academic Registry in the management of cross college provision of quality assurance.
- Provide authoritative advice and guidance to members of staff on the implementation of the University's Academic Registry Policies & Procedures.
- Co-ordinate support for the student complaints and student appeals processes in line with University procedures.

Main duties

- Working with the Dean / Associate Dean for Quality, developing and delivering College quality assurance and enhancement processes and procedures across College.
- To assist in planning and preparing for internal or external quality assurance reviews and events and professional body accreditations.
- Contribute to the planning and management of annual course monitoring validation, review and audit in association with Deans / Associate Deans of Quality.
- Manage the monitoring of External Examiner reports; drafting an overview report including an analysis of cross college issues.
- Co-ordinate the college student feedback process in conjunction with Programme Lead Administrators and in line with University Academic Registry Policy.
- Analyse data and manage the production and distribution of reports in connection with quality assurance matters.
- Manage and provide support for a cohesive, streamlined College governance structure. To develop and introduce standardised formats for agendas, papers and minutes, ensuring that actions are tracked and completed in a timely way. Co-ordinate College responses and appropriate feedback to UAL committees.
- Act as Secretary to College Academic Committee, its subcommittees and other cross College committees and working groups as required.

Additional duties and responsibilities

- To support the Director of College Resources and Administration in their role as Returning officer in College and University Elections.
- To Manage the Student Complaints & Appeals Officer, advising academic and administrative staff on the regulations governing these procedures, as appropriate.
- Governance and planning: maintaining an overview of cross college service issues.
- Contribute to and provide support for the drafting of College Business and Academic Plans.
- 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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- 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.

- Head of Assessment and Quality
- Head of Academic Registry
- Associate Deans for Quality
- Deans
- Head of College
- Student Administration Manager
- Programme Directors and Course Leaders
- Programme Lead Administrators
- Academic Administrators
- Assessment and Quality team in Academic Registry

Specific Management Responsibilities

Budgets: N/A

Staff: Student Complaints, Appeals and EC Officer, Senior Quality Administrator, Quality Administrators

Other: N/A

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Grade: 5

Person Specification

Specialist Knowledge/ Qualifications	Educated to undergraduate degree level or equivalent relevant experience.
Relevant Experience	Experience of quality management within the higher education sector Experience of academic appeals within the higher education sector An understanding of assessment policy and regulation within the higher education sector.
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience	Builds and maintains positive relationships with students.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

