

## Job Description

### Job Title – Quality Assurance & Enhancement Officer

Job Description	
<b>College/Service</b> UAL Awarding Body	<b>Location</b> London (High Holborn)
<b>Contract Length</b> Permanent x 1 FTC x 1	<b>Hours per week / FTE</b> 35
<b>Accountable to</b> Regulation & Compliance Manager OR Centre Monitoring & Compliance Manager OR Senior Quality Assurance & Enhancement Officer	<b>Weeks per year</b> Full Time
<b>Salary</b> £30,777 - £37,468	<b>Grade</b> 3

Job Description
<b>Purpose of Role</b> <p>The Quality Assurance &amp; Enhancement (QAE) 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.</p> <p>The role is also responsible for reviewing and processing centre approvals, requests for reasonable adjustments, special considerations and grade appeals within set timescales and ensuring the accurate tracking of applications and evidence is stored in line with GDPR requirements.</p> <p>The role involves investigating centres where quality issues have been identified. The QAE officer will collect and analyse data from multiple sources and present recommendations to the QAE Management team within our service level agreements (SLA). Investigations can be complex, require input from teams across the awarding body and map to the centre risk process.</p> <p>There are five Quality Assurance and Enhancement Officers in total across three areas of</p>

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focus – Regulation & Compliance, Centre Monitoring & Compliance and QAE Operational Support. The QAE Officer will work supportively and collaboratively to proactively monitor systems and processes to ensure that any quality concerns are promptly identified and resolved or escalated to the QAE Management team. They provide expert guidance and support to internal and external stakeholders, ensure that policies and procedures are consistently applied and support activities to address any areas for improvement.

They will support the annual self-evaluation exercise, supporting the Quality Assurance and Enhancement Manager in establishing the level of compliance with the qualification regulators' Conditions of Recognition.

## **Duties and Responsibilities**

### **Quality Assurance and Enhancement**

- To process the following within set timeframes:
  - o Centre Approval including re-approval and issuing approved centre agreements
  - o Reasonable Adjustments
  - o Special Consideration
  - o Complaints
  - o Appeals
  - o Grade Amendments
- To develop and maintain an understanding of all UAL Awarding Body quality assurance and compliance policies and procedures
- Identify opportunities for quality enhancement within the team and escalating issues as appropriate
- Identify potential risks to regulatory compliance mitigating where possible and escalating risks as appropriate
- Conduct annual review of processes as directed by the QAE Management team
- Support the implementation of centre risk management systems and processes including the Annual Quality Monitoring Requirement (AQMR) and monitoring of centre sanctions
- Investigate centre quality issues that have been identified using an evidence-based approach and present findings with recommendations/actions
- To provide advice, guidance and support in response to internal and external queries relating to quality assurance and regulatory compliance issues
- 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 work collaboratively with the other Quality Assurance & Enhancement Officers in the team and support each other's needs as appropriate
- To support and contribute to projects as directed by the Quality Assurance & Enhancement Management team.
- To work collaboratively to support colleagues across the awarding body

### **Regulation**

- To develop and maintain a current working knowledge of UAL Awarding Body qualifications
- To develop and maintain an up-to-date understanding of regulatory requirements and ensure that systems and processes support ongoing compliance
- Horizon scan for developments in the education landscape/regulatory space and ensure the information is shared with teams across the awarding body
- To support the annual processes for self-evaluation against regulatory

requirements and to support the production and submission of Statements of Compliance to the qualification regulators

- Support other teams within the awarding body with compliance by providing expert advice
- Support with the preparation and delivery of audits by qualification regulators
- To maintain a current working knowledge of data compliance legislation (GDPR) and to ensure all data is managed in accordance with legal requirements and those of the University

## **Administration**

- Provide administrative support including: proofreading, report writing, financial administration, diary management and any other administrative activities related to the work of the QAE team
- Perform the role of Secretariat for internal steering groups and boards including but not limited to – agenda preparation, minute taking, coordinating the completion of actions, scheduling meetings, providing briefs to the Chair
- Maintain accurate and auditable records
- To accurately update the UAL Awarding Body database system as required
- Ad hoc administrative tasks if required

## **Customer Service and relationships**

- Provide a first-class customer-focussed service to approved centres, staff, students and any other stakeholders
- Be the first point of contact within the team for all quality assurance queries from internal and external stakeholders
- Develop and maintain good working relationships with regulators, centre staff and UAL staff
- Represent the Awarding Body at its conferences and events
- To occasionally travel to approved centres to address Quality Assurance matters and to maintain strong working relationships
- 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, diversity and inclusion in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto

## **Job Description**

- 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**

#### **Internal**

- Head of Quality Assurance & Enhancement
- Quality Assurance & Enhancement Manager
- Centre Monitoring & Compliance Manager
- Regulation & Compliance Manager
- Senior Quality Assurance & Enhancement Officer
- Quality Assurance Officers/Administrator
- Academic Standards Team
- Qualifications Development Team
- Operations Team
- Business Development Team
- UAL Legal Team

#### **External**

- UAL Approved Centres
- Students and parents/guardians
- Qualification Regulators

### **Specific Management Responsibilities**

#### **Budgets**

- None

#### **Staff**

- None

#### **Other** (e.g. accommodation; equipment)

- None

Signed: Ally Blakely (Recruiting Manager)

Date of last review 03/03/2023

## Person Specification

**Job Title - Quality Assurance & Enhancement Officer**

**Grade - 3**

Person Specification	
Specialist Knowledge/ Qualifications	<b>Desirable</b> <ul style="list-style-type: none"><li>• Experience of working for an Awarding Organisation.</li><li>• Project management qualification</li></ul>

## Person Specification

### Relevant Experience

#### Essential

- Experience of working within the quality function of an organisation.
- Experience of working with a regulatory/compliance framework.
- Demonstrate experience of logistical planning and project management.
- Experience of working to demanding timeframes and high-quality standards.
- Demonstrate experience of proactively monitoring systems and processes.
- Experience of working across multiple strands of work to demanding timeframes.
- Experience of working with the Microsoft Office Suite of applications on a daily basis.
- Experience of producing clear, concise and accurate reports for management.
- 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.

#### Desirable

- An understanding of the requirements of educational regulatory bodies such as Ofqual, CCEA, Qualification Wales and SQA Accreditation
- An understanding of the UK qualifications framework.
- Demonstrate an understanding of risk-based quality assurance processes.
- Experienced minute taker for both formal and informal meetings

Person Specification	
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or 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	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.

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.