

JOB DESCRIPTION

Job Title: Centre Monitoring & Compliance Manager

Accountable to: Quality Assurance and Enhancement Manager

Contract Length: Permanent

Hours per week/FTE: 35

Weeks per year: 52

Salary: £38,694 - £46,423 per annum

Grade: 5

College/Service: UAL Awarding Body

Location: High Holborn

Purpose of Role

Reporting to the Quality Assurance and Enhancement (QAE) Manager, the Centre Monitoring & Compliance Manager is responsible for developing and managing Approved Centre quality assurance processes including the Centre Risk Model and associated sanctions policy. This encompasses the recording and monitoring of centre, quality and academic risk factors and the annual monitoring process.

Where issues are identified at centres, this role will manage the investigation and work with other teams to ensure issues are corrected, supportive and realistic action plans are implemented and performance monitored. This role will work very closely with the Academic Standards team to improve the quality of provision at our approved centres which may result in complex investigations that must be meticulously investigated. Diligent record keeping is central to this role.

This role is essential in ensuring UAL and UAL approved centres are compliant with the Conditions of Recognition of Ofqual, Qualifications Wales and CCEA and will support with the annual self-evaluation of all processes across the awarding body to ensure compliance.

The role is also responsible for managing and advising on GDPR compliance which will include managing the review of awarding body personal data usage and GDPR compliance. Support Freedom of Information (FoI) and Data Subject Access Requests (DASR) on behalf of the awarding body. This role will also deputise for the Local Information Manager (LIM).

Duties and Responsibilities

Centre Monitoring & Risk Management

- Develop and manage centre risk framework to ensure that centre risk rating accurately reflects centre performance
- Manage the Centre Risk Steering Group
- Manage casework/investigations into centre practices and provide robust and supportive action plans where needed
- Allocate and manage effective actions to centres via the Sanctions process to address quality concerns
- Manage and monitor Sanctions allocated to centres and reported on them
- Manage centre risk ratings and ensure they are monitored and suggest actions to the Quality Assurance and Enhancement Steering Group for sign off
- Manage the implementation of centre risk management systems and processes
- Manage all centre risk processes to ensure they are compliant, fit for purpose, robust, tested and auditable and meet or exceed quality and compliance requirements.

Customer service and relationship management

- Provide a first-class customer focussed service to approved centres, staff, students and any other stakeholders.
- Act an escalation point for the QAE Senior Officer, Officers and Administrator to ensure queries are managed accurately, within Service Level Agreement and ensure compliance
- Actively collaborate with teams across UAL Awarding Body to ensure compliance is prioritised and progressed.
- 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.

Regulation

- Develop and maintain a current working knowledge of UK qualification regulatory environment
- Support the QAE Manager with the management of the delivery of the Centre Assessment Standards Scrutiny Strategy (CASSS)
- Manage the self-evaluation process under the direction of the QAE Manager
- To develop and maintain a current working knowledge of UAL Awarding Body qualifications; titles, levels, credits, structure etc.
- Support with the preparation and delivery of audits by qualification regulators

GDPR Compliance

- To develop and maintain a current working knowledge of data compliance legislation and to ensure all data is managed in accordance with legal requirements and those of the University.
- Support responses to Freedom of Information requests and Data Subject Access Requests in accordance with published legal timeframes
- Deputise for the Local Information Manager(LIM) and represent the awarding body at wider LIM/GDPR meetings

Quality Assurance and Enhancement

- Identify opportunities for quality enhancement within the team
- Project manage new opportunities for quality enhancement as directed by the QAE Manager
- Develop and line manage Monitoring and Compliance Officer(s)
- Advocate for the Quality Assurance and Enhancement team and the role of compliance for the awarding body.
- 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.

General

- 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 Staff Charter and Dignity at Work Policy, 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 (2016 – 2022).
- 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.

Internal

- Head of Quality Assurance & Enhancement
- Quality Assurance & Enhancement Manager
- Senior Quality Assurance & Enhancement Officer
- Quality Assurance Officers/Administrator
- Academic Standards Team
- Operations Team
- Business Development team
- UAL Legal team

External

- UAL Approved Centres

Specific Management Responsibilities

Budgets: None

Staff: One Officer

Other None (e.g. accommodation; equipment):

Person Specification

Specialist Knowledge/ Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Up to date and in-depth knowledge of the regulated Awarding Organisation environment <p>Desirable:</p> <ul style="list-style-type: none"> • Degree or equivalent qualifications/professional experience • Project management qualification • Professional qualifications in risk management
Relevant Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Experience working at an Ofqual/CCEA/Qualifications Wales/SQA Accreditation regulated awarding organisation • Experience of quality assurance and working within a regulatory framework • Understanding of GDPR requirements and their application within an awarding organisation • Experience of leading/managing investigations into centre compliance • An eye for detail and a desire for accuracy • Experience of logistical planning and project management, including working to demanding timeframes and quality standards • Advanced IT skills – particularly in relation to statistical analysis using MSEXcel or similar data/statistical analysis applications

Person Specification

	<ul style="list-style-type: none"> • Present technical information and data to any audience • Experience of working with service level agreements • Excellent persuasion and negotiation skills <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of a risk-based centre approval and monitoring process • Experience of centre assessment grading and regulated qualification adaptations in 2020/21 under the ERF/EERF • Line management experience including regular 1:1s, objective setting, performance monitoring
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.
Research, Teaching and Learning	Applies innovative approaches in teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
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 or Customer Service	Builds and maintains positive relationships with students or customers.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problem.

