

# JOB DESCRIPTION /

## Quality, Improvement & Compliance Officer

### Education and Student Experience/ Digital and Lifelong Learning

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

### Job purpose

The role holder will lead the correct application of University and external regulations, policies and procedures. Working closely with the Head of Profession for Quality Assurance (QA) the post holder will ensure Digital and Lifelong Learning (DaLL) practices and provision is compliant with University, and Sector, regulatory frameworks, whilst supporting DaLL to achieve its wider strategy.

The role holder will respond to the sector's move to greater regulation and associated risk from non-compliance. They will therefore manage delivery of QA procedure and regulations, under the direction of the Head of DaLL, such as Education and Skills Funding Agency (ESFA) and Office for Standards in Education, Children's Services and Skills (OFSTED), liaising with others and producing evidence, at a local level, to mitigate institutional risk.

The role will also lead, and advise on Sector wide rankings that will inform future strategy and priority areas of work by conducting in-depth analysis and creating timely reports to assist with monitoring progress against agreed targets, such as for the Apprenticeship Governance Committee.

The role will also provide management input into other strategic institutional projects associated with education and student experience whilst helping to improve the management of data to ensure operational effectiveness and growth of the DaLL offer.

#### Reference:

CSF-241-21

#### Salary:

Grade 7

#### Contract:

Ongoing

Full time

#### Location:

Medway campus; with requirement to work across campuses

#### Responsible to:

Head of Digital and Lifelong Learning

#### Responsible for:

Activities: QA, regulatory frameworks, accreditations and rankings, Learner recruitment and on programme support

#### Job family:

Administration, Professional & Managerial

## Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Accountable for the professional service oversight and successful delivery of DaLL's and its collaborative partner's, both external to the University such as ESFA and Ofsted, as well as internal to the University QA and compliance activity ensuring that effective and efficient procedures are in place to enable it to achieve its strategic objectives, liaising with central professional service, external regulatory and accrediting bodies, and legal services to ensure compliance with associated policies.
2. Provide leadership and advice to DaLL Senior Leadership Team (SLT) focused on suggestions for QA improvements to ensure compliance across all provision. Act as Secretary to the University of Kent Apprenticeship Governance Committee. Oversee internal periodic audits/reviews of QA policies and procedures as strong procedural management will be required to ensure that DaLL's policy, procedures and processes meet the required standards. To achieve this, you will be part of SLT and provide SLT with regular and accurate QA information for planning purposes.
3. Produce timely and accurate reports and statistics whilst making recommendations to the Head of DaLL and the SLT on the agreed plan and suggest actions as a result of this information to ensure that all milestones are being met. Identify and flag any risks and seek to offer mitigations for this.
4. Provide clear and accurate QA management and advice (including in areas of ambiguity) to ensure its activities align with University and external regulations and support its quality assurance strategies and initiatives.
5. Provide QA oversight and guidance to the Programme and Administration Manager, relating to the process of 'exams in the workplace' for apprentices, held up to four times per year.
6. Provide QA oversight on learner liaison acting as the contact for Apprentice's with regards to conflicts or disputes within the workplace, provide guidance on support available for learners and manage and monitor Apprentice's competency reviews, resolving any matters arising from this activity and dealing with matters in a sensitive and confidential manner.
7. Provide clear and accurate QA management and advice on establishing, monitoring and maintaining robust academic registration and administration processes to include monitoring completion of registration of learners, including apprenticeship sign-up forms, written agreements, mapping documents and apprenticeship agreement. You will be responsible for the overseeing the maintenance of each Apprentice Evidence Pack, in liaison with the Programme and Administration Manager, the Finance Manager and the Business Relations Manager, in order to ensure compliance with the ESFA regulations.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. The role holder will be responsible to the DaLL Programme and Administration Manager, although expected to work with autonomy and independence, drawing on knowledge and expertise gained from past experience. The role holder will rely upon their team for the provision of key specialist information in this area, liaising with external sources as required.

2. The role holder will work with the Head of DaLL, via the Programme and Administration Manager, to advise on strategic direction relation to rankings and compliance, including Ofsted, in conjunction with the *QA Head of Profession*, and ESFA. This will require understanding of the complexities and challenges facing the sector.
3. Manage apprenticeship related QA processes and procedures, ensuring compliance, monitor the maintenance up to date information for the University on the ROTO and Providers Portal (DAS) and ensure the annual registration for the Register of Apprenticeship Training Providers (RoATP) and the register of End Point Assessment Organisations (EPAO), mitigating DaLL and institutional risk liaising with the Head of Profession, and legal services, as necessary, ensuring the DaLL operates effectively, and in accordance with University and external regulations.
4. Close collaboration will be required with busy senior academic and non-academic colleagues across the organisation and communicating with them in a professional and timely manner will be essential. The ability to enforce tight, non-negotiable timelines in a sensitive and appropriate, yet effective, way is crucial.
5. Managing workload with Programme and Administration Manager and is expected to manage unexpected/unplanned work within overall timeframes.

## Facts & figures

In addition to post-graduate part-time learners, collaborative partner delivered provision and short courses, within DaLL there are apprentices enrolled across a range of Kent apprenticeship programmes. The number of students, apprentices, learners and programmes is set to grow significantly in 2020/21 and beyond. Currently the provision is offered via none-traditional delivery routes including digital, on-line and blended learning, as well as face to face block teaching.

## Internal & external relationships

**Internal:** All learners (including apprentices), academic and administrative members of staff including Directors of individual programmes, key contacts in University support services the Quality Assurance and Validation Office, other Central Services, in particular EMS.

**External:** Prospective learners (including apprentices) and their employers as necessary, external partner institutions and organisations - current and prospective, DDU, employers, Inter University relationships with regard to improving systems and gaining best practice. All collaborative partner organisations. Suppliers and contractors to the DaLL, and representatives of regulatory bodies including Ofsted and ESFA, and legal services.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner regularly between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

The Quality, Improvement, and Compliance Officer will be experienced, with a experience in delivering successful QA outcomes (ideally within higher education) and knowledge of the activities associated with quality assurance processes.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Degree in relevant field or equivalent qualification or experience	A
• Demonstrable experience of working of, and sound working knowledge of quality assurance procedures in higher education	A,I
• Detailed knowledge of apprenticeship standards (and frameworks)	A,I
• Experience of leading an effective quality assurance through a developed understanding of OFSTED and ESFA regulatory and accreditations process and associated governance requirements	A,I
• Demonstrable experience of managing relationships with regulatory or accreditation bodies and an in-depth knowledge of accreditation processes, standards and criteria	A,I
• Excellent IT skills and be familiar with the use of large databases, spreadsheets, Microsoft Office applications and web-based applications to capture and report on quality assurance, accreditation and rankings data	A
• Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues to work collaboratively to ensure strategic priorities are met, and the ability to produce clear and concise written materials	A,I,T
• Working knowledge of the requirements of the Data Protection Act (GDPR)	A, I
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role	I
Desirable	Assessed via
• Experience of University of Kent Quality Assurance Processes	A
• Experience of working in a HE environment	A, I
* A - Application; I - Interview; T - Test/presentation at interview stage	