

# JOB DESCRIPTION / QUALITY ASSURANCE OFFICER

## Academic Divisions/ Divisional Operations: Education & Student Experience

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 Quality Assurance Officer will oversee the correct application of University regulations, policies and procedures in relation to quality assurance and accreditation within divisions. Working closely with the divisional QA, Accreditations and Rankings Manager and the central Quality Assurance and Compliance Office, they will help ensure the Division is compliant with University and sector regulatory frameworks.

Responding to the Higher Education sector's move to greater regulation and associated risk from non-compliance, they will manage delivery of QA procedure and regulations, producing evidence at a local level to mitigate institutional risk.

The role holder will provide professional service leadership and advice on the compliance of our courses and modules with the requirements of the Division's various Professional, Statutory and Regulatory Bodies (PSRBs).

#### Reference:

KBS-030-21

#### Salary:

Grade 6

#### Contract:

Fixed term to 31/07/2022

Full time

#### Location:

Canterbury campus; with requirement to work across campuses

#### Responsible to:

Quality Assurance, Accreditations & Rankings Manager

#### Responsible for:

Activities: QA, regulatory frameworks and accreditations

#### 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. Provide clear and accurate QA advice to the Division (including in areas of ambiguity) to ensure its activities align with University regulations, and support its quality assurance strategies and initiatives.
2. Provide advice and support to staff in the development and approval of new courses and modules; review and revise existing provision and develop and maintain collaborative arrangements with partner institutions (where applicable).
3. In collaboration with the Associate Deans for Education and Student Experience, manage the Division's preparation, delivery and post-event activity relating to all monitoring requirements, eg: Annual Module Review, Portfolio Review, etc.
4. Manage divisional activity in relation to meeting the requirements of the University's QA processes and procedures, as set out in the codes of practice and credit framework regulations, ensuring compliance, mitigating divisional and institutional risk; liaise with the Quality Assurance and Compliance Office as necessary, ensuring the Division operates effectively, and in accordance with University Regulations.
5. Provide advice on Quality Assurance and the University's regulations to divisional Boards of Examiners.
6. In line with PSRB requirements, ensure the continued recognition, and suitability, of degree programmes for the purposes of domestic and overseas professional qualification.
7. Ensure continued engagement with the central Quality Assurance and Compliance Office in line with the agreed strategic and operational framework agreement.

## 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 need to rapidly build up knowledge of the University's codes of practice, credit frameworks, and other regulations. They will be the lead source of expertise on compliance with these regulations as well as PSRB requirements for courses and modules.
2. Close collaboration with busy senior academic and non-academic colleagues across the Division and central professional service functions will be required; 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.
3. The role holder will need to be able to work with minimal supervision.
4. The role holder will be proactive in identifying ways to improve internal QA processes and will work with a diverse range of process owners within the Division to make these improvements.

## Facts & figures

Kent Business School is a 'Triple Crown' Accredited business school, having recently secured ongoing whole-school accreditations from AACSB, AMBA and EQUIS. We also have in excess of 20 PSRB accreditation combinations for our modules and courses from a range of accreditation bodies.

Operating across two campuses, we offer six undergraduate BSc courses and a range of postgraduate MSc courses, as well as our flagship MA course and a number of Higher Degree Apprenticeships.

## Internal & external relationships

**Internal:** Staff and students within the Division; staff in professional services areas

**External:** Accreditation bodies, other Universities

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

## 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 Assurance Officer will have knowledge and experience of quality assurance and compliance (ideally within higher education). Committed to high performance and continuous improvement, you'll be able to build effective relationships with key stakeholders.

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

Essential	Assessed via
• Educated to degree level or equivalent experience	A
• Experience of working in compliance in a regulatory environment <i>or</i> in education administration at a senior level	A
• Strong project management skills - being able to manage simultaneous activities & complete work streams accurately and with attention to detail	A,I
• Excellent written and oral skills, with the ability to give and receive information effectively using a variety of methods (including report writing)	A
• Exceptional interpersonal and influencing skills with the ability to work effectively with a wide range of people at all levels	I
• Ability to work collaboratively with a diverse range of people	I
• Excellent IT Skills across a range of office software including MS Office packages	A
• Experience of working with complex (preferably student) administration systems	A
• Experience of interpreting and complying with complex procedures or regulations	A,I
• Experience of maintaining complex systems and accurate record keeping	A
• Numerate with strong data analysis skills	A
• Ability to rapidly gain understanding of accreditation bodies and assessment requirements	A,I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role	I
Desirable	Assessed via
• Operational knowledge of accreditation processes, standards and criteria	I
• Understanding of quality assurance and accreditation issues in HE	I
• A good understanding of the issues affecting Higher Education and knowledge of the developments within the sector	A,I

\* A - Application; I - Interview; T - Test/presentation at interview stage