

Job Description

Quality Assurance and Accreditations Coordinator

Salary:	Grade 5
Contract:	Part Time (0.5 FTE), ongoing
Location:	Canterbury Campus
Responsible to:	QA & Accreditations Manager
Responsible for:	
Job family:	Administrative, professional and managerial

Job purpose

Reporting directly to the Quality Assurance and Accreditations Manager, the Quality Assurance and Accreditations Coordinator will help ensure each Division is compliant with University and sector regulatory frameworks, such as Office for Students (OFS), Quality Assurance Agency for Higher Education (QAA), whilst also supporting the Division achieve its wider strategy.

The role holder will provide support for a range of quality assurance and accreditations processes and activities including, for example, Boards of Examiners, continuous monitoring, Periodic Course Review (PCR), revising module and course specifications, academic appeals, Competition and Marketing Authority (CMA) enquiries, advising Chief Examiners and Boards of Examiners, pass lists, regulatory updates, and work related to the Division's Professional, Statutory and Regulatory Bodies (PSRBs).

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.

- Undertake data gathering exercises required for University reporting cycles such as continuous module and course monitoring and PCR; collate information in accordance with University requirements, processing relevant information through the necessary committees at Divisional and University level.
- Support and/or advise at relevant committees, eg, Boards of Examiners, Mitigation Committees, Academic Misconduct Committees, taking and circulating minutes, preparing agendas and supporting documents and proactively following up on action points.
- Provide administrative support to Divisional portfolio management, including the revision of course and module specifications.
- First point of contact for all enquiries, and providing information and assistance to staff and students regarding Academic Misconduct procedures. Ensuring the delivery of a high level of customer service by dealing with enquiries promptly and professionally.

- Provide advice and guidance on quality matters arising from Divisional committees operating in the Division, eg, Education and Student Experience and Graduate Studies and Student Experience Committees and Boards of Studies.
- Support the Division's QA processes and procedures, to ensure compliance and help to mitigate Divisional and institutional risk. Work with the Quality Assurance and Accreditations Manager to support the provision of related compliance evidence.
- Support the Division's accreditation processes, coordinating accreditation activity across the Division to ensure all deadlines and requirements set by PSRBs are met.
- For each PSRB accredited course, create and develop project and work plans to ensure that all activity relating to the Division's accreditations are delivered to a high standard and in accordance with published deadlines and expectations.
- Help prepare for and manage the organisation of accreditation review activities/visits, including the coordination, collection and production of the appropriate data and documentation in support of the visit/review process.
- Provide first-line support, advice and guidance to staff to ensure accredited degree courses meet the requirements of the PSRBs, identifying when to escalate queries to more senior members of staff when appropriate.
- Support the creation of a culture that is highly performance and contribution focused, built on a foundation of equality, diversity, belonging and inclusivity and that inspires people to bring their best every day.
- Contribute to supporting the administration of quality assurance and compliance across the University by covering peaks in workload where needed, as required.

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.

- The role holder can expect to have contact with students on confidential matters that may include extenuating circumstances, disciplinary matters or appeals.
- The role holder will need to have a good knowledge and understanding of procedures and policies relevant to the role to be able to respond to a wide range of enquiries, whilst recognising when it is more suitable to refer to someone else for specialist advice. Able to recognise the need to update and modify current Divisional processes and procedures to ensure they are in line with current University procedures.
- The role holder must be able to work with minimal day-to-day supervision. They need to use own initiative, planning their own workload deciding what is a priority.
- Managing multiple requests for information or dealing with several customers politely and professionally. Able to manage multiple interruptions to their work. Comfortable chasing information that is required.
- Ensure strict confidentiality with student data, adhering to University guidelines and Data Protection legislation. Able to interpret data and produce reports of findings. Able to present these findings as required.

Facts & figures

The role holder will support key quality assurance and accreditations processes; at time there may be peaks in workload (for example, during accreditation reviews/audits).

Internal & external relationships

- Internal:** Students; academics; professional services staff within the Division and wider University
- External:** External Examiners, national and international partner institutions;, PSRBs, Accreditation panel members

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:

- Repetitive limb movement
- Regular use of Screen Display Equipment
- Pressure to meet important deadlines

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.

You will work both independently and collaboratively to play a key role in the Division by supporting quality assurance and accreditation activities. You will be self-motivated, highly organised and have a strong commitment to providing consistently high quality service to students (prospective and current) and academic staff.

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

Essential :

- Educated to GCSE in English & Maths (Grade C/4 or above) or equivalent (A)
- Educated to A Level or equivalent (A)

- Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (A,I)
- Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues (I)
- Excellent organisational and prioritising skills with ability to complete tasks promptly, accurately and with attention to detail (A, I)
- Ability to work under pressure (I)
- Good IT skills; familiar with the use of large databases, spreadsheets, Microsoft Office applications and web-based applications to capture and report on quality assurance and accreditation data (AT)
- Ability to work both independently and in cooperation with others to meet deadlines (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 today work of the role (I)

Desirable

- Experience of working in a HE environment (A, I)
- Experience of working with confidential information (A, I)
- Experience of working flexibly, responding positively to changing priorities (A, I)
- Understanding of quality assurance and accreditation issues in HE (I)

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