

Job Description

Job title	Academic Quality and Standards Administrator
School / department	Academic Quality and Standards Office
Grade	4
Line manager	Academic Quality and Standards Manager
Responsible for	N/A

Main purpose of the job

This Job Description sets out a range of duties that will be undertaken by the post holder within the Academic Quality and Standards Office (AQSO). Whilst every attempt has been made to ensure that it is comprehensive, it may occasionally be necessary for the post holder to undertake certain other reasonable duties at a similar level in support of the University.

Academic quality and standards processes include but are not limited to, course approvals, amendments, suspensions and closures; partnership approvals; external examining; Education Review and associated monitoring processes; and external accreditation.

Key areas of responsibility:

- To work closely with the other Academic Quality and Standards Administrators to provide support across a range of academic quality and standards processes, including providing specific support with a Senior Quality Officer to named Schools/Colleges or equivalent;
- To provide clear written and verbal guidance on academic quality and standards processes on a regular and ad hoc basis both internally and externally.
- To support the arrangement of and attend and minute events and meetings, including formal Committees, approval, amendment, suspension and closure events, accreditation events and working groups;
- To support the AQSO team in maintaining registers, files, and internally and externally facing web-areas;
- To provide support – through the maintenance of training documentation and provision of guidance in accordance with key policy and procedure documents – for academic quality and standards processes;
- To contribute to the review of academic quality and standards processes through regular reflection of the effectiveness of processes and procedures, identification of good practice and areas for improvement and supporting the ongoing development of the Academic Quality and Standards Handbook;
- To support compliance processes as required by the University in close liaison with the relevant Professional Service Departments, including but not limited to Proof of Right of Work checks and processing of financial requests from External Assessors, External Examiners and Independent Assessors;
- To assist in the preparations for external audits and inspections; and

- To undertake any other task commensurate with the grade, as advised by the Academic Registrar and Director of Academic Quality and Standards or Senior Quality Officers.

As a member of the team, the post holder will be expected to undertake a range of duties including:

- Provide administrative support within the Academic Quality and Standards Office as required by the Director of Academic Quality and Standards;
- Take responsibility for personal development through participating in staff development activity and annual appraisal processes;
- Liaise with External Examiners, External Assessors, Independent Assessors, Academic Partners and other external parties/bodies, as appropriate;
- Liaise with a range of Professional Service Departments and Schools/Colleges including but not limited to Global Partnerships Office, Centre for the Enhancement of Learning and Teaching (CELT), Academic Administration, Registry, Planning Office, Human Resources.
- Help to ensure compliance with the General Data Protection Regulations, Data Protection Act, and other regulatory compliance requirements.

General responsibilities

- Academic quality and standards processes
- Training and support of relevant stakeholders
- Evaluation and record keeping
- This post may include travelling in the UK and abroad

Dimensions / background information

The Academic Quality and Standards Office oversees the maintenance and enhancement of standards, and all quality assurance activities, processes, and policies on behalf of the University both for its internal and external academic provision. It is a key player in ensuring that policies are adhered to, and translate into excellent academic practice across all UWL and academic partnership provision. It plays a significant role in advising, training and guiding staff and students on the implementation of regulations and the operation of quality assurance systems, and the monitoring of their effectiveness. It also supports curriculum and course development and external compliance arrangements, as required, and works closely with a number of key stakeholders across the institution and externally.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<p>First degree, or equivalent / relevant work experience</p>	<p>Membership of the AUA</p> <p>Evidence of continuing professional development</p>
Knowledge and experience	<p>Experience in an administrative post</p> <p>Experience of servicing committees/groups and minute-taking</p> <p>Good general knowledge of the UK higher education sector</p>	<p>Experience of working within a higher education institution</p> <p>Familiarity with quality assurance and enhancement systems within UK Higher Education</p>
Specific skills to the job	<p>The ability to work as a flexible and effective member of a team</p> <p>Excellent communication skills, with a high standard of written and spoken English</p> <p>Attention to detail and the drive and determination to complete work to a high standard</p> <p>Capable of working under pressure and to tight deadlines on occasion</p> <p>Good time management and organisational skills and ability to prioritise own workload</p> <p>The ability to deal with queries and to escalate issues as appropriate</p>	<p>Strong working knowledge of Microsoft Office suite</p> <p>Experience of organising meetings and events</p> <p>Experience of web editing</p> <p>The ability to analyse and summarise text and data</p>
General skills	<p>The ability to observe a high level of confidentiality at all times</p> <p>Strong cultural awareness with an understanding of, and commitment to, equal opportunities</p> <p>The ability to build positive working relationships and liaise confidently with people at all levels in both within and outside the University</p>	

Other	Positive approach to professional development	
Disclosure and Barring Scheme	This post does not require a DBS check	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		