

Job Description

Position:	Quality Transformation Administrator
Academic Group/Service:	Quality Transformation Unit
Reference:	QTU-011P
Grade:	4
Status:	Permanent
Hours:	Full Time
Reports to:	Lead for Academic Quality Transformation

Main Purpose of the Position:

The Quality Transformation Unit (QTU) is responsible for ensuring that the University operates within the Office for Students (OfS) Regulatory and Compliance requirements in terms of Quality Assurance and Enhancement, and in all components related to programme design, approval, and validation.

The QTU with the support of the post holder manage, coordinate and implement a wide range of quality monitoring and administrative systems, processes and mechanisms to ensure effective University oversight of academic standards and quality of programmes leading to the University's awards both on campus and at collaborative partners who are based in the UK and overseas.

Team members use in-depth knowledge of University academic regulations and procedures, to advise and guide internal and external stakeholders.

The post holder will work collaboratively with colleagues from across the University and partner organisations and provide clerical and administrative support for a wide range of functions including those related to programme validation Design Sprint Method meetings.

The post holder will communicate extensively with internal and external stakeholders at all levels in a professional and competent manner.

All post holders are required to work flexibly and to work across the University and the department as demand necessitates.

Principal Duties and Responsibilities:

1. To provide effective administration of the quality assurance arrangements for development, approval, validation, modification, monitoring and review of programmes and modules at the University and at its partner organisations.
2. To assist in the planning, organisation and administrative support of:
 - programme approval and review activities and events which take place both on campus and at partner organisations which can involve travelling within the UK and overseas;
 - inspection and review of the University and/or its partners, departments and programmes by external and internal bodies;

- quality assurance and enhancement development events for internal and external stakeholders, including partner organisations.
3. To undertake the tasks associated with academic administration, processes and procedures including the development and maintenance of management information systems and databases including core University wide applications, for example SITS, Programme/Module Databases, Moodle, QualTrack; ensuring the accuracy of the data which is used for internal and external reporting purposes.
 4. Effective co-ordination, servicing and support of working groups and meetings at all levels of the organisational structure including ensuring that follow up action is taken and reported.
 5. To produce high quality written minutes and/or action notes.
 6. To develop and maintain a detailed knowledge of arrangements and procedures for assuring academic standards and quality and to share and communicate this knowledge to internal and external stakeholders.
 7. To maintain appropriate management information systems, records and documentation to support the work of the Quality Transformation Unit. In particular to maintain systematic and clear records for inspection by internal and external bodies.
 8. To assist in the development and maintenance of relevant documentation, such as manuals and guides, and the development and maintenance of relevant web pages.
 9. To maintain awareness of and have due regard for relevant legislation on the sharing of personal data and to ensure that processes and procedures are realised in compliance with this legislation.
 10. To be actively involved in determining and advancing best practice and implementing systems development in liaison with academic and professional colleagues across the University, partners and the wider sector.
 11. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
 12. To work effectively within a dynamic environment and optimise individual and team effort.
 13. To ensure all work is of the highest standard of accuracy.
 14. To be actively involved in the unit planning process and the achievement of performance targets.
 15. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
 16. To participate and engage in staff development activity and personal professional development.
 17. To be involved with other projects and activities as necessary.
 18. To perform other duties in negotiation with the Head of Quality Transformation (or nominees) as required.

Context:

The Quality Transformation Unit leads the development of the University's Quality Assurance Framework and the Academic Regulations and associated policies and strategies on behalf of Senate for taught programmes and research provision including that delivered by and at partner institutions on behalf of the University.

The University of Greater Manchester is aligned to the national regulatory frameworks which include the Office for Students Regulatory Framework, the Ofsted frameworks, ESFA and Skills England.

The implementation of the quality assurance and improvement strategies is led by the Quality Transformation Unit working with key academic and professional support staff to safeguard the quality and academic standards of the University's awards and delivery quality enhancement to the experience of all students on University of Greater Manchester awards.

Notes:

All post holders are required to work flexibly and to work across the University as demand necessitates. The post holder may be required to work at different locations in the UK and overseas to undertake their duties.

The Quality Transformation Unit from time to time adopt flexible working arrangements which are regularly reviewed and therefore post-holders are required to have a suitable home working space.

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted jointly by the relevant manager in consultation with the position holder.

Person Specification

Position: Quality Transformation Administrator		Reference:	
Academic Group/Service: Quality Transformation Unit		Priority	
Criteria		(1/2/3)	Method of Assessment
1 Qualifications			
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	Priority 1	Application Form/Documentation
1 b)	Educated to Degree/FD/HND/NVQ Level 4 (or equivalent in an appropriate subject, or equivalent standard of education, or equivalent extensive work experience)	Priority 1	Application Form/Documentation
1 c)	Previous experience in an Administrative role preferably within a Higher Education environment	Priority 1	Application Form/Documentation
1 d)	Previous experience in a Quality Assurance role within a Higher Education environment	Priority 2	Application Form/Documentation
1 e)	An appropriate work-processing/IT qualification or relevant knowledge and experience	Priority 1	Application Form/Documentation
2 Skills / Knowledge			
2 a)	Good oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts (in the UK and overseas) in a professional manner	Priority 1	Application Form/Interview Assessment
2 b)	Able to present data in a clear and accurate manner	Priority 1	Application Form/Interview
2 c)	Working knowledge of administrative procedures within Higher Education sector	Priority 2	Application Form/Interview
2 d)	Effective organisational skills	Priority 1	Application Form/Interview
2 e)	Effective committee support and minute taking skills	Priority 1	Application Form/Interview
2 f)	Ability to understand and communicate procedural and regulatory information	Priority 1	Application Form/Interview
2 g)	Demonstrable skills of using appropriate IT applications and computerised record systems in the execution of role	Priority 1	Application Form/Interview
3 Experience			
3 a)	Experience of effectively providing people with relevant advice and guidance	Priority 1	Application Form/Interview
3 b)	Experience of officering committees (including minute taking) and/or events including internal and external stakeholders	Priority 1	Application Form/Interview
3 c)	Experience of using IT applications and computerised record systems as a major administrative tool	Priority 1	Application Form/Interview
3 d)	Experience of providing administrative support in the Higher Education environment	Priority 2	Application Form/Interview

3 e)	Experience of working to imposed deadlines	Priority 1	Application Form/Interview
3 e)	Experience of setting and achieving own deadlines	Priority 1	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative when required	Priority 1	Interview
4 c)	Able to work collaboratively and effectively with internal and external stakeholders	Priority 1	Interview
4 d)	Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines	Priority 1	Interview
4 e)	Able to self-manage and work without close supervision	Priority 1	Interview
4 f)	Able to work in a fast-paced environment and embrace change	Priority 1	Interview
4 g)	Ability to take ownership of tasks and see them through to a timely completion	Priority 1	Interview
4 h)	Able to follow procedures and respond to instructions from a senior colleague	Priority 1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	Priority 1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 e)	Available to work evenings and weekends as required	Priority 1	Interview
5 f)	Flexibility to work across the UK and internationally at partner organisations	Priority 1	Interview
5 g)	Able to work from home and on campus as required	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.