

# Job Description

**Job title:** Quality and Standards Officer

**Reports to:** Quality and Standards Adviser

**Department/School:** Academic Registry

**Grade:** 5

## Purpose of the role

The Quality Services division is responsible for managing the University’s Quality Assurance and Enhancement (QAE) Framework which comprises policies and processes designed to secure the quality and standards of the University’s awards. The division is organised around two core areas of work: Curriculum Management and Academic Quality and Standards.

The post holder will be responsible for supporting the development, implementation and review of the QAE framework through the provision of advice and guidance and acting as Secretary to committees and groups within the academic governance framework.

The Quality Standards Officer carries out a full range of complex administrative and support activities and works as part of a team, liaising with internal and external stakeholders, advising on a full range of quality assurance matters, sometimes sensitive and complex in nature. The post holder is expected to monitor and develop processes as required in accordance with agreed standards to contribute to ongoing improvements in a defined area.

The post holder exercises initiative to resolve complex Quality Assurance matters referring to the Quality and Standards Manager or Advisor only where there is no clear precedent or in unusual circumstances. The post holder is responsible for prioritising and planning work activity in line with the annual planning cycle, resolving issues as they arise to ensure quality standards are maintained.

## Line management responsibility for: N/A

## Main areas of responsibility:

* To act as secretary to a number of university groups including committees, working parties and approval and review panels, undertaking associated support activities, overseeing actions and ensuring accurate records are maintained.
* To implement quality assurance policies and processes to ensure standards are met and provide specialist advice to internal and external stakeholders, responding to a wide range of queries, including those of a sensitive and/or complex nature, to ensure colleagues understand the processes they are using.
* To develop, maintain and review records and documentation including managing databases and spreadsheets / documents, producing reports and documentation and presenting information to a range of audiences as required, making recommendations for improvement to service delivery.
* To contribute to the development and delivery of workshops and events, including undertaking related administration, to promote understanding of quality assurance policies.
* To coordinate and contribute towards the updating and distribution of a range of quality assurance handbooks, documentation and guidance to ensure the most up to date policies and processes are widely available
* To research issues and formulate policy options for consideration by senior officers / committees of the university

## General responsibilities

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR

# Person Specification

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**); these are shown at the end of each criteria.

## Essential Criteria

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| **Knowledge, skills, and abilities** |
| * Ability to plan and prioritise a range of work activities, meeting sometimes conflicting work deadlines. **(A, I, E)**
* A practical approach to problem-solving and to the provision of advice, demonstrating the ability to use initiative **(A, I, E)**
* Ability to produce good written communications accurately and clearly **(A, I, E)**
* Ability to interpret, apply and communicate complex regulations and procedures, demonstrating sensitivity and diplomacy when communicating difficult information **(A, I, E)**
* Able to work as part of a team, sharing good practice and developing effective professional relationships with colleagues, as well as work using own initiative **(A, I)**
* Works proactively, collaboratively and flexibly with others to ensure effective service delivery **(A, I)**
* Good level of computer skills, including Microsoft Office, databases and on-line systems ( **I, E)**
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| **Qualifications** |
| * Good standard of secondary education or equivalent experience reflecting good numeracy and literacy skills. **(A)**
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| **Experience** |
| * Demonstrate work experience in administration, including experience within quality assurance **(A, I, E)**
* Experience of undertaking work of an analytical nature **(A, I)**
* Experience of committee servicing **(A, I)**
* Experience of report writing **(A, I)**
* An understanding of contemporary Higher Education issues and priorities. This may come from employment in an educational institution or from other forms of experience. **( I )**
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| **Managing people – N/A** |
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| **Physical demands and/or other requirements – N/A** |
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# Additional Information

* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| --- | --- | --- | --- |
| **Grades** | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: **August/2024**