

Job Description

Post/Job Title:	Senior Quality and Governance Officer
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Quality and Governance
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	6
Accountable to:	Quality Manager or Governance Manager
Responsible for:	N/A

Job Purpose

To support the implementation of university processes for quality assurance, education enhancement and academic partnership activities. This includes providing Faculty and Partner contacts with ongoing support, advice and guidance involving complex quality assurance processes, issues and developments.

To have responsibility for a portfolio of activities related to academic quality and partnership activity.

To contribute to the development and implementation of policies, procedures and internal processes to maintain standards to enhance a high-quality academic experience for students on all types of provision i.e. on-campus delivery, partnerships, apprenticeships etc.

To provide a high-quality service to Faculty, Academic Services and other professional services staff, whilst improving efficiency and effectiveness of core University processes to enhance the student experience.

Main Responsibilities

It is expected that the post holder will be able to undertake all responsibilities, however in practice these will be allocated as part of a balanced workload.

1. Leading and managing the delivery of the work of the Quality and Governance team and any relevant working groups within Academic Services including:
 - Implementing the University's quality assurance and enhancement framework for all types of provision (on-campus, partnerships and apprenticeships) such as approval, review, monitoring and closure processes, modifications and curriculum change processes, supporting annual monitoring and enhancement review processes.
 - Providing committee support to University and Faculty-level committees including minute taking and other secretarial and clerking duties.
 - Managing and overseeing external examiner processes and records.
 - Reporting and maintaining accurate PSRB and partner records.

- Designing and delivering high quality and effective training and staff development activities across the University to support the implementation of the Academic Regulations, Polices and Procedures.
 - Acting as full member of the University's Quality Assurance and Enhancement Group undertaking quality assurance roles including independent membership of Assessment Boards and Academic Offences Panels.
 - Proactively engaging with sector developments in UK Higher Education to assess their impact on work of the team and respond effectively.
 - Undertaking individual student cases during peak periods for the Student Casework team.
2. The post holder may provide line management to individuals within the Quality and Governance teams within Academic Services including involvement in the recruitment and induction of new staff, conducting appraisals, and identifying and supporting appropriate staff development
 3. Attending regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university
 4. Ensuring consistency in approach for all work within your area of responsibility and to help manage workloads to meet deadlines.
 5. Being a proactive member of the wider Academic Services team and activity participate in discussions with colleagues to identify on-going service improvements and opportunities for more effective working practices.
 6. Development of performance measures and monitoring against agreed standards, ensuring that all aspects of work achieve high levels of service excellence
 7. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
 8. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
 9. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

Contacts

- Internal:** Staff across Faculties and Professional Services, Academic Services colleagues, Associate Deans Education and Student Experience, Heads of School, Programme Support Team, Global and Strategic Partners Team.
- External:** Awarding bodies, Professional, Statutory and Regulatory Bodies (PSRB), Sector agencies and organisations, Higher Education Institutions (UK and overseas), Bournemouth International College.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

Post/Job Title:	Senior Quality and Governance Officer	
Reference:		
Faculty/Professional Service:	Academic Services	
SELECTION CRITERIA		Essential/ Desirable

Knowledge (including experience & qualifications)		
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)		E
Management experience including recruitment, induction, appraisal and performance management		D
Experience of leading a team to deliver excellent service in a complex environment		D
Experience of working within Higher Education and knowledge of sector quality assurance methodologies/requirements		D
Experience in the development of a broad range of HE quality assurance policy and the implementation and evaluation of quality processes and procedures		D
Experience of providing executive support to committees and working groups		E
Experience of dealing with professional, statutory or regulatory bodies in an education context		D
Knowledge and experience of effective educational enhancement activities in Higher Education		D
Understanding of BU partnership related University policies and procedures		D
Skills		
Excellent team leadership and the ability to manage team and individual performance		E
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders.		E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances		E
Excellent Microsoft Office skills		E
Excellent written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner		E
Demonstrable ability to understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way		E
Demonstrable proficiency in using databases or a records system to record and extract information to produce and analyse reports		E
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.		E
Ability to review, design and implement quality assurance related processes effectively		E
Attributes		
A demonstrable commitment to service excellence, continuous service improvement		E
Highly organised approach with the ability to plan and prioritise their own workload and that of the team		E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students		E
Demonstrable resilience, able to keep calm under pressure, deal with difficult situations and logical approach to problem solving		E
Flexible approach to work		E
A methodical approach to process; an aptitude for accuracy and attention to detail		E
Commitment to own and others continuing professional development		E
Ability to review and implement changes to structures/systems		E