

<u>Job Description and Person Specification for:</u> Quality Officer	
<u>Department:</u> Registry	<u>Reports to:</u> Assistant Registrar (Quality Assurance)
<u>Salary (Grade/Point/Annual/Pro rata):</u> Band C	<u>Responsible for:</u> N/A
<u>Hours per week/FTE:</u> 1.0 FTE (36.25 hours)	<u>Shift Pattern:</u> Aligned with normal office hours for the department
<p><u>Job Purpose/Summary:</u></p> <p>Registry is responsible for the management of the student lifecycle and core student administration functions from application and admission, registration and enrolment, assessments, timetabling, student records through to graduation, and the academic governance framework, including Academic Committees, quality assurance, statutory compliance and regulations, policies and procedures for award and non-award courses.</p> <p>This role is responsible for the delivery and enhancement of excellent Registry services, specifically supporting the areas of academic quality and governance; quality assurance processes, the management of definitive documentation and information (including information contained within the Student Records System), supporting institutional audit and review activities relating to academic quality assurance and educational partnership administration.</p> <p>The role reports to the Assistant Registrar (Quality Assurance) and will also work closely with the Assistant Registrar (Student Records and Statutory Compliance), as well as other Registry colleagues, including the Academic Registrar.</p> <p>Occasional out of hours work will be required to support key University College activities such as Open Days, assessments, graduation etc.</p>	
<p><u>Main Responsibilities/Key Tasks:</u></p> <ol style="list-style-type: none"> 1. Working with the Assistant Registrar (Quality Assurance) provide high level administrative support for the University College's academic governance framework 2. To gain and retain a good knowledge of the regulations, policies and procedures contained within the University College's Academic Policy and Procedure framework, and provide advice to other colleagues as required 3. To undertake agreed tasks and responsibilities in relation to quality assurance procedures, this may include areas such as supporting course consideration approval, review and monitoring activities, course modifications, external examiner coordination, educational partnership development and contract activity, publication and management of definitive documentation. 4. Ensuring records and databases are kept up to date and accurate, providing reports and information for colleagues across the University College. Working with the Assistant Registrar (Student Records and Statutory Compliance) undertake agreed tasks in relation to the management and updating of the Student Records System. 5. Overseeing and undertaking support for a range of internal and external meetings and events 6. Supporting the design and delivery of staff development and training activities for colleagues across the University College and at Educational Partners 7. Proactively manage key internal and external relationships to ensure the role is effectively delivered. 	

8. Engage with and take responsibility for the enhancement and increased efficiency of working practices, processes and procedures across the Registry team, and specifically those relating to quality assurance
9. Support the continued monitoring and planning for quality assurance activities across the academic year, taking into account the co-dependencies of these activities with other key University College functions
10. Ensuring the appropriate levels of confidentiality are maintained in accordance with University College policy and the GDPR
11. Contribute to wider continuous improvement activities within the department.
12. To deputise for the Assistant Registrar.
13. To undertake such other duties as may reasonably be expected, commensurate with the grade of the post, as directed by the Academic Registrar and Assistant Registrar (Quality Assurance)

Additional Duties

- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity and Inclusion Policy.
- To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- To undertake other activities identified from time to time commensurate with the level of the post.
- To work in line with our values

Key stakeholders:

- Registry staff
- Heads of School
- Course Leaders and other School colleagues
- Head of Academic Enterprise and Engagement
- External bodies and networks as appropriate

<u>Requirement:</u>	<u>Essential:</u>	<u>Desirable:</u>
Education, Training and Qualifications	<ul style="list-style-type: none"> ▪ A Levels or equivalent, or able to demonstrate equivalent learning appropriate to the role 	<ul style="list-style-type: none"> ▪ Undergraduate degree
Skills and Knowledge	<ul style="list-style-type: none"> ▪ Excellent interpersonal skills with the ability to work co-operatively, collaboratively and effectively with others ▪ Excellent IT skills, including Microsoft Office suite with ability to quickly learn new systems ▪ Excellent written and verbal communication skills ▪ Excellent time management skills ▪ Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances ▪ High level organisation skills ▪ Knowledge of HE administration 	<ul style="list-style-type: none"> ▪ Capable of challenging existing processes and influence new ways of working. ▪ Knowledge of quality assurance frameworks as applied to higher education.

Experience	<ul style="list-style-type: none"> ▪ Proven attention to detail and ability to check own and other peoples' work for accuracy ▪ Previous experience of working in an administrative/advisory role with a varied and complex set of responsibilities ▪ Experience of implementing administrative processes effectively 	<ul style="list-style-type: none"> ▪ Experience of minute taking for committees, meetings or groups ▪ Experience of working in an administrative role within Higher Education
Personal Attributes	<ul style="list-style-type: none"> ▪ Excellent attention to detail ▪ High degree of commitment and professionalism ▪ Proactive and passionate ▪ Resilient ▪ Collaborative ▪ Flexible and adaptable 	Clear personal development vision and a growth mind-set
Abilities	<ul style="list-style-type: none"> ▪ Proven ability to work independently and within a team ▪ Consistent ability to work well under pressure ▪ Proven ability to maintain confidentiality and discretion at all times ▪ Effective task management and prioritisation 	Ability of effectively working across an organisation (or with a range of organisations)
Other Requirements	<ul style="list-style-type: none"> ▪ Flexible approach 	

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

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

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