

Role Descriptor

Role Title:	Quality Manager (CAA24-017)
School/Service:	Curriculum and Academic Affairs
Normal Workbase:	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	7
Role Family:	Technical Expert
Reporting To:	Head of Quality Assurance and Enhancement
Responsible For:	Quality Officer

Summary of the Role

Lead deployment of one or more areas of the University's quality and standards framework, ensuring this meets academic, regulatory and professional body requirements.

Key Accountabilities

1. Deploy the University's quality and standards framework for one or more of its areas of activity, e.g. course design and approval; course monitoring and review; external examining; collaborative provision; postgraduate research; University committees; training, advice and guidance.
2. Contribute to institutional monitoring and reporting in relation to quality assurance.
3. Provide expert advice, guidance, support and training in relation to quality assurance to academic and professional service colleagues.
4. Continuously maintain knowledge of sector developments and good practices relating to quality assurance.
5. Review and continuously improve University policy and processes relating to area(s) of responsibility.
6. Line manage quality officers and administrator, and deputise for the Head of Quality Assurance and Enhancement, as required.

Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Educated to postgraduate level, equivalent professional qualification or experience

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Extensive understanding of the operation and administration of Quality Assurance and Enhancement within the UK HE Sector (OfS, QAA, Ofsted etc.) and its application in HE providers
- Experience of delivering change and business improvement initiatives, with the ability to deliver outcomes in line with both the objectives and timescales set
- Understanding of governance structures and experience of providing officer support to committee meetings, including the production of agendas and minutes – preferably in Higher Education or a commensurate setting
- Experience of facilitating workshops and events which encourage effective communication between stakeholders, and productive development of actions and decisions.

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

Self-Aware and Never Stops Learning

Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others.

Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.