

# JOB DESCRIPTION

**POST:**  Head of Academic Quality

**REF:**  TBC

**DEPARTMENT:**  Registry

**GRADE: 8**

**REPORTING TO:** Academic Registrar

**SUPERVISORY RESPONSIBILITY:** Academic Quality Team

# JOB PURPOSE:

Working with the Academic Registrar and members of the University’s Senior Leadership Team the post holder will lead on the strategic and operational management of quality processes that provide assurance that the University has a robust framework for the management of quality learning and teaching and the maintenance of academic standards. In doing so the post holder will:

* Manage a high-performing, responsive professional services team that supports colleagues to achieve objectives in relation to quality assurance and regulatory compliance.
* Represent the University with credibility and authority with external stakeholders.
* Oversee the planning and delivery of high-quality training provision for staff that anticipates need and is responsive to demand from stakeholders, both internally and externally.
* Applying professional and sector knowledge, be responsible for the regular review of the academic quality frameworks and processes and lead on change processes for the managed implementation of associated recommendations.

# DUTIES AND RESPONSIBILITIES:

1. Lead and manage the team to meet the expectations of internal and external stakeholders and support the delivery of the University’s Strategic Plan; deploying resources effectively to deliver expectations. To include setting objectives and monitoring performance.
2. Ensure the team and quality processes are customer focused whilst remaining compliant with the University’s legal and regulatory requirements.
3. Support the University Registrar and Secretary, Academic Registrar, and other senior colleagues in the provision of expert advice and guidance in relation to academic quality and standards for provision in the UK and overseas.
4. Working closely with the Director of YSJ Global, ensure all international partners, both current and in development, adhere to the University’s academic quality and standards practices.
5. Lead on the development and implementation of a consistent, efficient and streamlined approach to quality and standards; to include compliance, (re)validation, approval and accreditation processes across academic schools.
6. Lead on the development and management of the annual review of the University’s portfolio performance and associated programme action plans.
7. Advise partner institutions, within the UK and overseas, on their responsibility for compliance and quality in relation to programme design, assessment and the implementation of actions arising from reviews.
8. Provide reports and updates on issues relating to academic quality to Quality & Standards Committee, Academic Board and the Board of Governors.
9. Work with colleagues across the University to ensure compliance with the Office of Students conditions of registration; with a particular focus on Condition B3.
10. Lead and manage the University’s approach to External Examiners, both in terms of appointment and scrutiny of annual reports.
11. Build strong and effective working relationships with colleagues across the University, and in doing so build trust and confidence, maintain effective communication to enable the delivery of quality processes.
12. Deputise for the Academic Registrar as needed, contributing to strategic development both within Registry and across the University, contributing to and chair and officering committees and task and finish groups as required.
13. Be responsible for the provision and development of accurate web-based information in plain English on processes relating to academic quality and standards for both students and staff.
14. Maintain and enhance knowledge and skills, through active participation in external networks and a willingness to continue to engage with training and development as required.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Head of Academic Quality

**SCHOOL / DEPARTMENT:** Registry

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Educated to degree level or equivalent professional qualification | Essential | Application |
| Postgraduate qualification | Desirable | Application |

## Knowledge & Experience

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Experience of leading high-performing, professional support teams in an organisation of significant complexity  | Essential | Application/Interview |
| Experience of developing a team of experienced professionals, with demonstrable skills in supporting team achievement through business-partnering  | Essential | Application/Interview |
| Experience of successfully delivering development and change in an organisation of significant complexity  | Essential | Application/Interview |
| Experience of producing, interpreting and presenting statistical analysis | Essential | Application/Interview |
| Experience of project management methodologies  | Desirable | Application/Interview |
| Experience of financial management and control of budgets. | Desirable | Application/Interview |
| Well-developed understanding of academic regulations and policies alongside the requirements of the Office for Students (and other sector-related bodies) and the implications of non-compliance | Essential | Application/Interview/Presentation |
| Detailed understanding of key stages in the student journey from enrolment through to graduation and beyond, including knowledge of processes relating to research students and those at partner organisations | Essential | Application/Interview |
| Detailed understanding of quality assurance within the higher education sector | Essential | Application/Interview/Presentation |
| Well-developed knowledge of current and emergent Government policy as relating to higher education and regulatory compliance | Essential | Application/Interview/Presentation |
| Experience of working with international partners within the higher education sector   | Essential | Application/Interview |

## Skills & Attributes

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| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Personal commitment to equality and an understanding of what this means in practice. | Essential | Application/Interview |
| The confidence and ability to lead, advise, negotiate and influence successfully within and beyond the University | Essential | Application/Interview/Presentation |
| Interpersonal and ambassadorial skills to represent the University with authority and credibility | Essential | Application/Interview |
| High level IT skills, including Microsoft Office systems  | Essential | Application/Interview |
| The ability to meet deadlines consistently, working with a high level of accuracy under pressure | Essential | Application/Interview |
| The ability to work co-operatively across a complex organisation to deliver services to a wide range of stakeholders, including students | Essential | Application/Interview |
| Excellent communication skills, both in writing and orally including the ability to communicate complex information to non-specialist audiences and to resolve conflicts and stakeholder issues successfully | Essential | Application/Interview/Presentation |
| Excellent planning and organisational skills, working with a high level of independence | Essential | Application/Interview |
| Excellent analytical and problem-solving skills, including a high degree of numeracy | Essential | Application/Interview |
| Self-motivated and committed, prepared to adapt and develop new skills as required  | Essential | Application/Interview |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

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| **Self-Assured**  | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

* Annual leave may be restricted at certain times of the year because of key processes.
* This post is designated as agile, so will include office and home working.
* Some travel within the UK may be required.