

SECTION A: THE ROLE	
Job Title:	Quality Assurance Officer
Institute/Service:	Academic Registry
Job Grade:	Grade 06
Job Family:	Services
Job Location:	Lancaster or Carlisle
Responsible To:	Quality Assurance Manager
Responsible For:	Quality Assurance Administrators
Role Purpose:	
<p>The post holder will be expected to have and deploy a detailed understanding of HEI quality assurance priorities to ensure that systems, procedures and practices are developed to manage the operational aspects of quality assurance at the University of Cumbria. This will also require the post holder to manage aspects of operational services, provide administrative support and advice, or contribute to a research team.</p> <p>Dealing with people is an important aspect of the work, whether liaising closely with other colleagues, contractors or customers, or line managing staff. Contributions include proposing and implementing improvements to current working methods and detailed manipulation of data and/or research. An essential aspect of this role is line management responsibility, and the successful candidate will need to demonstrate strong people management skills.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	Apply a detailed understanding of Higher Education Quality Assurance systems to support Institutional priorities
2.	Compile reports, documentation and presentations for University level committees, making recommendations and decisions for the committee to consider
3.	Carry out a critical analysis of information, data and/or calculations and present results accurately and appropriately
4.	Provide support and assistance to staff, students and others in line with agreed policies and procedures
5.	Prioritise own work within a general schedule on a daily and weekly basis to meet deadlines and appropriate standards.
6.	Line management responsibilities

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 6 Role Title: Quality Assurance Officer	Essential/ Desirable	To be identified by:
Qualifications Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.	Essential	Application Form
Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.	Desirable	Application Form
Experience Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.	Essential	Application Form/Interview
Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.	Desirable	Application Form/Interview
Knowledge, skills and abilities Able to apply a detailed understanding of Higher Education Quality Assurance systems and its underlying principles, supported by evidence of experience and/or relevant educational background.	Essential	Supporting Statement/Interview
Knowledge to act as a main point of contact/ point of referral for programme validation procedures, systems, processes, etc.	Essential	Supporting Statement/Interview
Ability to effectively manage and develop a team of staff within a work area.	Essential	Supporting Statement/Interview
Skills to research collate and edit material for inclusion in reports/other documents.	Essential	Application Form/Interview
Analytical/problem solving capability to perform analysis of information and identify issues to support decision making.	Essential	Application Form/Interview
Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to line management.	Essential	Application Form/Interview
Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.	Essential	Application Form/Interview
Professional approach to work and work colleagues.	Essential	Interview
Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview