



JOB DESCRIPTION

Job Title:	Quality Officer
Grade:	Support Grade D
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Quality
Accountable to:	Head of Quality/Quality Manager

Job Purpose

To support the management of institution wide quality assurance systems and processes to achieve and maintain standards of excellence and drive through improvements across the College

Key Result Areas

1. Co-ordinate the calendar of curriculum, employer responsive and support services audits against College procedures.
2. Complete the testing of approved policies and procedures through quality audit activities including the reporting of outcomes for Further Education, Higher Education, Employer Responsive, and Franchise / Community provision.
3. Conduct audits of support services standards against College procedures / departmental key performance indicators.
4. Contribute to the review and associated development of College quality procedures and policies.
5. Support staff development in the use of College quality procedures, policies and performance management systems as a driver for Quality Review and Cohort Analysis.
6. Liaise with the Quality Officer (Team Leader) and the Quality Manager to co-ordinate the calendar of Customer Surveys in line with College procedures, including organisation, distribution and collection of surveys.

7. Complete the input and analysis of customer surveys.
8. Contribute to the production of action plans and reports for consideration of the Head of Quality and/or Quality Manager.
9. Contribute to customer-liaison activity, including operation of customer forums / focus groups and mechanisms to feedback to customers.
10. Support the implementation, monitoring and development of quality assurance processes and procedures
11. Contribute to the further development of arrangements to capture the 'user voice'.
12. Produce regular reports for consideration of the Head of Quality and/or Quality Manager to ensure the monitoring of information against strategic objectives.
13. To keep abreast of all new developments in relation to external inspection, audit requirements and relevant quality kitemarks and other quality issues.
14. Control the resources allocated to ensure their effective deployment to the benefit of the students, staff and the College.
15. To be the College representative on designated external committees and liaise with external bodies and partners regarding quality assurance / improvement.
16. Undertake any other duties that commensurate with the grade and status of the post

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the “assessed by” stages stated.

PERSON SPECIFICATION

Job Title: Quality Officer

Knowledge & Experience	Assessed By	Essential	Desirable
<ul style="list-style-type: none"> An understanding of key Quality Assurance Systems utilised within organisations / colleges of further and/or higher education. 	1	✓	
<ul style="list-style-type: none"> NVQ level 3 or equivalent, appropriate professional qualification / experience 	1	✓	
<ul style="list-style-type: none"> Experience of liaising with external bodies and partners 	1	✓	
<ul style="list-style-type: none"> Qualified and / or experienced Quality Auditor with experience of auditing quality procedures 	1/2		✓
<ul style="list-style-type: none"> Knowledge of further education funding and audit requirements. 	1/2	✓	
<ul style="list-style-type: none"> Proven track record of utilizing software and data packages to track performance and to enhance performance 	1	✓	
<ul style="list-style-type: none"> Experience of developing, organising and operating mechanisms for customer-liaison and customer feedback 	1	✓	
<ul style="list-style-type: none"> Experience of QAA /OFSTED inspections 	1		✓
<ul style="list-style-type: none"> Knowledge of “The Common Inspection Framework” and the Self-Assessment/Evaluation Processes. 	1/2		✓
Skills	Assessed By	Essential	Desirable
<ul style="list-style-type: none"> Ability to organise work-loads of self and others and manage competing priorities. 	2/3	✓	
<ul style="list-style-type: none"> Ability to lead teams and support individual and team development. 	2/3	✓	
<ul style="list-style-type: none"> Excellent written and oral communication skills. 	2/3	✓	
<ul style="list-style-type: none"> Ability to work collaboratively with external bodies, partner organisations and external examiners/verifiers. 	2/3	✓	
<ul style="list-style-type: none"> Personal and professional integrity. 	3	✓	
<ul style="list-style-type: none"> Ability to work in a timely and effective manner. 	3	✓	
<ul style="list-style-type: none"> Ability to produce accurate and succinct reports. 	3	✓	
<ul style="list-style-type: none"> Suitable to work with young people and vulnerable adults 	3	✓	

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

Issue Date: October 2018