

JOB DESCRIPTION

Post:	HE Quality Assurance Manager
Grade:	Management Salary Scale [Points 0-3]
Notice Period:	Three Months
Hours:	37 hours per week (full-time, whole year)
Location:	Hartlepool (the post holder may also be expected to work from the Middlesbrough campus on some occasions).
Line Manager:	Director of HE Academic Quality and Enhancement
Line Manager to:	HE Quality Assurance Officer

The Job Description and further particulars set out below are intended to provide information about the role and responsibilities associated with the post of HE Quality Assurance Manager. Some of the duties listed below will be continuing, others cyclical or periodic, and others may take the form of particular projects to be undertaken as and when necessary as the needs of the School change.

Safeguarding Statement:

The Northern School of Art recognises that it has a statutory and moral duty to promote and safeguard the welfare of its students under 18. All staff are required to undertake safeguarding training.

Job Purpose

The overall purpose of the role of the HE Quality Assurance Manager is:

- to provide leadership for the continued development, delivery and enhancement of the School's higher education quality assurance framework, ensuring the maintenance of high academic standards and an excellent student experience;
- to provide strategic and operational oversight of the HE Quality Assurance Handbook and associated policies, procedures and quality assurance processes that underpin the School's higher education provision;
- to support the effective operation, enhancement and ongoing maturity of the School's Degree Awarding Powers framework, including preparation for future regulatory review activity and the institution's progression from time-limited to indefinite Degree Awarding Powers as the School works towards University Title;
- to ensure the HE academic quality function operates efficiently and effectively, enabling the School to deliver high-quality programmes and maintain compliance with the requirements of the Office for Students (OfS), Quality Assurance Agency (QAA) expectations, and other relevant regulatory and sector bodies, while supporting institutional assurance against relevant OfS

Conditions of Registration, including Conditions B1-B4, and preparation for external review and scrutiny activity;

- to oversee the School's operational quality assurance processes, including validation and periodic review, annual programme review, external examining, student voice activities, and quality enhancement initiatives;
- to promote a culture of continuous improvement, evidence-informed enhancement and the adoption of sector best practice across the School's higher education provision;
- to analyse and interpret institutional performance data and sector benchmarks to monitor performance, support enhancement planning, inform regulatory reporting, and contribute to strategic decision-making, including evaluation of performance against OfS Conditions of Registration, Teaching Excellence Framework (TEF) measures, student outcomes indicators, and the Access and Participation Plan (APP);
- to lead the effective capture, analysis and reporting of student feedback and student outcomes data, providing insight and recommendations that support the continuous enhancement of learning, teaching and the student experience;
- to support the effective operation of the School's academic governance framework through the coordination of Academic Board sub-committees, the preparation and delivery of reports and papers to committees and senior managers, and the monitoring and communication of developments in higher education policy, regulation and quality assurance;
- to provide leadership and line management of the HE Quality Assurance Officer and contribute to the ongoing development of systems, processes and professional practice that support academic quality, standards, governance and regulatory compliance.

This role will require the post-holder to work in liaison with senior managers, Heads of Faculty, Senior Lecturers and other academic and business support staff, as appropriate.

Main Duties and Responsibilities

General

1. To support the School Principal and Governors in promoting a shared vision for the School and contributing towards the aims and objectives of the School's Strategic Plan.

Quality and Standards

2. To support the effective operation, enhancement and continued maturity of the School's Degree Awarding Powers framework, including preparation for future regulatory review activity and the institution's progression from time-limited to indefinite Degree Awarding Powers, and to lead the development, implementation and continuous enhancement of the School's HE Quality Assurance Handbook.
3. To support the operation and management of quality assurance structures to ensure the delivery of best practices in academic standards, the enhancement

of learning and teaching, and the quality of the student experience.

4. To lead on the planning and organisation of validation events and provide advice and guidance to academic staff on the preparation of documentation.
5. To manage the School's external examining system, including nomination, selection criteria, monitoring terms of appointment, training, overseeing arrangements for visits and reporting.
6. Facilitate the delivery of the online annual Student Perception Survey (SPS), and collate, analyse and circulate reports on the resulting data as appropriate.
7. Facilitate the School's participation in the annual National Student Survey (NSS) including planning, promotion, administering the survey, and producing results and analysis for circulation to staff and senior managers.
8. To support the review of regulatory and quality assurance policies and procedures across the School's higher education provision to ensure that they are effective and fit for purpose.
9. To support the production of internal assurance reports, including the Annual Report, providing data, analysis and commentary to inform institutional monitoring and decision-making.
10. To contribute to the development of institutional quality enhancement initiatives through the evaluation of evidence, identification of good practice and sharing of insight across the School's higher education provision.

Data, Systems and Processes

11. Maintain and populate the framework of quality indicators that underpin the annual monitoring and review process and circulate this data as required by agreed deadlines.
12. In collaboration with the HE Academic Registry Manager, provide analysis and interpretation of institutional performance data and sector benchmarks to support Annual Programme Reviews, producing reports and recommendations that inform enhancement planning, regulatory reporting and strategic decision-making.
13. In collaboration with the HE Academic Registry Manager, undertake analysis of institutional performance against Teaching Excellence Framework (TEF) measures, student outcomes indicators and Access and Participation Plan (APP) objectives, identifying areas for enhancement and reporting progress to senior managers and committees as appropriate.

Administration, General Management

14. To ensure that current information relating to the quality assurance framework, including relevant guidelines, programme handbooks, policies and procedures, is available to staff and students in the relevant area(s) of the VLE and that any new or updates to existing quality assurance policies and guidelines are communicated effectively to relevant stakeholders.
15. To support and develop, in liaison with the HE Academic Registry Manager, the systems and processes required to underpin the operation of the quality assurance framework for the School's higher education provision.

16. To maintain current knowledge and awareness of developments in policy and practice within the higher education sector and communicate relevant developments, risks and opportunities to Academic Board, its sub-committees and senior managers to support institutional compliance and informed decision-making.
17. To coordinate and support the effective operation of Academic Board sub-committees, including the planning and scheduling of committee business, preparation and delivery of reports and papers, and follow-up of agreed actions.
18. To fulfil the role of Convenor of the Learning, Teaching and Quality Committee (LTQ).
19. To support the Director of HE Academic Quality and Enhancement in the production of the Annual Overview Report.
20. To support the delivery of the School's graduation ceremonies.
21. To ensure that the department has information to cover effectively for you in your absence.
22. To participate in the School's performance management system in accordance with School policy and to promote the development and training of all staff.
23. To ensure that the School's Equality and Diversity Policy is adhered to at all times and to tackle or report discrimination and harassment wherever it occurs.
24. To ensure the safeguarding of learners at all times and report any potential issues without delay.
25. All employees are expected to be fully committed to policies and processes on equality, diversity, safeguarding and the Prevent Agenda.
26. To ensure that the School's Health & Safety Policy is adhered to at all times and to take responsibility for general health and safety housekeeping within your work area.
27. Any other duties reasonably commensurate with the nature and grading of the post, as directed by the Principal.

Signed: _____ Date: _____
HE Quality Assurance Manager

Signed: _____ Date: _____
Director of HE Academic Quality and Enhancement

Personal Specification

HE Quality Assurance Manager

Essential	Desirable
Qualifications	
▪ Degree or equivalent professional qualification. ▪ 5 GCSEs at grade C or above or equivalent including English and Maths	▪ Postgraduate qualification
Experience/Knowledge	
▪ Substantial experience of working within higher education, including academic quality assurance, enhancement, governance, regulatory compliance or related professional services activity. ▪ Understanding of the UK higher education regulatory environment, including the role of the Office for Students, the UK Quality Code and the Framework for Higher Education Qualifications (FHEQ). ▪ Experience of analysing and interpreting data to support performance monitoring, evaluation, reporting or decision-making. ▪ Understanding of academic governance structures and committee-based decision-making within higher education. ▪ Understanding of student outcomes, student engagement and approaches to enhancement within higher education. ▪ Experience of developing, implementing or reviewing policies, procedures or operational processes. ▪ Proficient in the use of digital technologies and management information systems tools to support data analysis, reporting, decision-making and service improvement.	▪ Experience of higher education quality assurance processes, including validation, periodic review, annual monitoring or external examining. ▪ Experience of working with Office for Students requirements, Access and Participation Plans (APP) or Teaching Excellence Framework (TEF) activity. ▪ Experience of supporting Degree Awarding Powers implementation, review or variation activity. ▪ Experience of managing staff. ▪ Experience of student records or management information systems.

Skills and Abilities

- Excellent organisational and project management skills, with the ability to manage competing priorities and meet deadlines.
- Strong analytical, problem-solving and data interpretation skills, with the ability to identify risks, trends and opportunities for enhancement.
- Excellent written and verbal communication skills, including the ability to prepare reports, committee papers, guidance and presentations for a range of audiences.
- Ability to influence, advise and work collaboratively with academic, professional services and external stakeholders on quality assurance and regulatory matters.
- Ability to work accurately, exercise sound professional judgement and maintain attention to detail when handling complex information.
- Commitment to continuous professional development and maintaining current knowledge of developments in higher education policy, regulation and quality assurance practice.