

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Director of Academic Quality Service</b>
<b>Ref:</b>	<b>AQS6</b>
<b>Campus:</b>	<b>Hendon</b>
<b>School/Service</b>	<b>Academic Quality Service</b>
<b>Grade:</b>	<b>Senior Manager</b>
<b>Salary:</b>	<b>Competitive</b>
<b>Period:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>Deputy Vice Chancellor (Learning and Innovation)</b>
<b>Reporting to post holder:</b>	<b>Direct reports: Deputy Head of Academic Quality, 2x Quality Enhancement Manager Quality Support Officer (Grade 5)</b>

### **Overall Purpose:**

- Provision of professional guidance and advice on all aspects of quality assurance and enhancement and strategic oversight of the development and implementation of the University's academic quality assurance and enhancement strategies, policies and procedures,
- Manage the Academic Quality service and support development to continuous enhancement of process and procedure;
- Provide the University Board of Governors with information to enable them to have oversight of quality activities and manage the University relationship with relevant regulatory quality bodies, overseeing preparations for external quality assessment.

### **Principal Duties:**

- Assume overall responsibility for the development and implementation of the University's academic quality assurance and enhancement strategies, procedures, policies and related regulations, including the management of related information and data;
- Ensure that quality processes support the achievement of institutional strategic objectives and promote enhancement of the student learning experience;
- Ensure the effective delivery of academic quality assurance and enhancement activity for the University and ensure appropriate structures for the provision of professional support to Faculty colleagues;
- Ensure external quality assessment requirements are met through providing strategic reports for the University Board of Governors;

- Support the Deputy Vice-Chancellor (Learning and Innovation) in delivering strategic objectives for student learning, achievement and satisfaction;
- Support the University's engagements with the Office for Students as required, and take responsibility for the University's Student Protection Plan;
- Manage the University's relationship with the external quality bodies including QAA and similar agencies, and ensure that external requirements are reflected within the policies and procedures of the University;
- Ensure that quality assurance and enhancement processes are developed in line with national standards and that academic standards and quality processes are set and maintained at an appropriate level and satisfy the requirements and standards of external agencies;
- Assume overall responsibility for preparations for external quality reviews;
- Advise and contribute as necessary to the development of academic regulations and university policies;
- Lead agenda setting for University Assurance Committee and chair sub-committees, including Collaborations sub-Committee, and working groups as required;
- Develop and enhance the partnership with the Student Union in the context of student engagement in quality assurance and enhancement;
- Work in collaboration with Academic Partnerships to oversee the standard and quality of the University's provision at collaborative partners
- Lead and manage the AQS staff team, developing the service plan and service standards for the team;
- Provide strategic direction for staff support, guidance and staff development across the University as it relates to quality assurance;
- Hold budget responsibility for the AQS budget, ensuring cost recovery as appropriate;
- Undertake other duties as requested by the Deputy Vice-Chancellor (Learning and Innovation).

## PERSON SPECIFICATION

**Job Title:** Director of Academic Quality

**Campus:** Hendon

**Selection Criteria:**

### **Education/Qualifications**

#### ***Essential***

Honours degree

#### ***Desirable***

Postgraduate Qualification in relevant subject eg Business/Management/HE

### **Experience**

#### ***Essential***

- Experience of leading change and innovation in an academic environment
- Significant senior level senior management experience and experience of delivering a professional service in collaboration with academic faculties
- Extensive experience of managing quality assurance/enhancement in higher education
- Extensive experience of managing quality assurance/enhancement of collaborative provision in higher education
- Extensive experience of analysing, interpreting and presenting complex information, proposing solutions to complex problems and implementing outcomes and plans
- Extensive experience of student and/or customer service delivery and development

### **Knowledge:**

#### **Essential:**

- Extensive knowledge of external body quality requirements including OfS, QAA and OFSTED
- Extensive knowledge of strategic developments affecting UK higher education and a demonstrable understanding of the wider HE context in which the University operates.
- Sound appreciation of pedagogical practice in HE

### **Skills**

#### **Essential:**

- Ability to maintain and enhance quality and standards across the University's extensive and diverse range of academic provision
- Excellent communication, influencing and personal skills with an emphasis on collegiality and team working

- Ability to take and see through difficult decisions and to work on own initiative with self-motivation, energy, determination and resilience
- Leadership skills, and ability to manage and motivate staff
- Capacity to create successful relationships with external agencies
- Excellent organisational abilities and ability to pay attention to detail
- Ability to research, write and present reports at an institutional level

**Hours:** As a professional contract, there are no set hours stipulated. The postholder will be expected to work flexibly and for such reasonable hours as are necessary in order to fulfil the duties and responsibilities of the post.

**Annual Leave:** 35 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

**No Parking at Hendon campus:** There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.