

## **JOB DESCRIPTION**

<b>Job Title:</b>	Quality Enhancement Manager, Business Improvement
<b>Ref no:</b>	AQS13-R
<b>Campus:</b>	Hendon
<b>Service:</b>	Academic Quality Service
<b>Grade:</b>	Grade 8
<b>Starting Salary:</b>	£45,830 per annum inclusive of Outer London Weighting rising to £52,692 incrementally each year
<b>Hours:</b>	35.5 hours per week, actual daily hours by arrangement
<b>Period:</b>	FTC 18 months. (If you are applying internally for a temporary secondment you must discuss this with your line manager before applying).
<b>Reporting to:</b>	Director of Academic Quality
<b>Reporting to Job Holder:</b>	None

### **Overall Purpose:**

The post holder will support the development and implementation of several projects which will enhance the University's approach to curriculum management, including processes which support the approval, review and enhancement of programmes of study. The key driver for these changes will be the introduction of a Curriculum Management System for which the post holder will play a key role in leading the activity to bring together the project and operations areas, ensuring benefits are delivered.

### **Principal Duties:**

1. Lead and champion the interests of those who will be using the new Curriculum Management System and ensure that the desired outcomes meet user requirements – understanding stakeholder journeys
2. Working with the project team to ensure that the activity of the project covers the necessary aspects required to deliver the Curriculum Management System and will lead to operational benefits
3. Work with senior management to manage the development and delivery of the new Curriculum Management System

4. Collaborate with both academic and non-academic colleagues across the University to ensure user requirements of the Curriculum Management System are specified and documented
5. Identify and understand project risks and issues in the context of users, escalating these appropriately
6. Preparing affected business areas for transition to new ways of working
7. Ensuring that maximum improvements are made in existing and new business processes as the Curriculum Management System is delivered, by designing, building and testing
8. Ensures that the Curriculum Management System will support the maintenance of academic quality and standards whilst facilitating innovation in curriculum development
9. Keeps up to date on policy development and changes in practice related to curriculum management and academic quality in the Higher Education sector, ensuring these are incorporated in process enhancements
10. Leads and supports projects which enhance the academic quality and standards for the University including changes to the annual monitoring and enhancement process for programmes of study
11. Ensuring the Curriculum Management System provides reporting of management information which supports the analysis and enhancement
12. Lead development of success measures with oversight and reporting on these, presenting to stakeholders (including senior management)
13. Lead development of stakeholder communication plan and supporting stakeholder involvement

**General:**

1. Carry out any other duties as commensurate to the level of the post.
2. The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.
3. The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
4. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.

## **PERSON SPECIFICATION**

**Job Title:** Quality Enhancement Manager, Business Improvement

**Your supporting statement on your application form will be assessed to see how you meet each of the following criteria**

### **SELECTION CRITERIA:**

#### **Essential**

1. Educated to degree level or equivalent work experience
2. Experience in an HE institution or similar, with understanding of academic quality and/or curriculum management systems as applied to UK Higher Education (HE)
3. An ability to contribute to complex projects and applying problem solving skills to resolve challenges
4. Be an excellent team player able to build sustainable relationships that facilitate collaborative working
5. Exercising considerable tact, confidentiality and diplomacy in dealing with high-level and sensitive process change
6. Excellent verbal and written presentation skills
7. Highly developed organisation skills with the ability to lead on complex, cross department initiatives
8. Ability to think critically about problems and issues that may emerge in changing business processes and in using structured problem solving techniques
9. Ability to operate independently by making decisions to take delegated tasks through to completion
10. Have knowledge of relevant management and business change techniques

11. Demonstrable commitment to fairness and the principles of equality and inclusion
12. Managing stakeholder priorities with what the project needs
13. Networking, winning and influencing, experience of dealing with a variety of stakeholders and appropriate communication methods to achieve business goals

#### **Desirable**

14. Experience of supporting the implementation of a curriculum management system
15. Experience of working with Project Management methodology

#### **Equality Diversity and Inclusion**

##### **Essential:**

1. Demonstrable commitment to fairness and the principles of equality and inclusion

#### **MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

#### **Fixed Term Contract**

This temporary appointment is for the following allowable reason:

- Short term project

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our Secondment Guidelines.

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**Annual Leave:** 30 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. Flexible working applications (including part-time working) will be considered.

**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.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

**No Parking at Hendon campus:**

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

### **What Happens Next ?**

**If you wish to apply for this post please complete an application form found here:**  
[www.mdx.ac.uk/jobs](http://www.mdx.ac.uk/jobs)

If you wish to discuss the job in further detail please contact Phil Berry, Director of Academic Quality, via telephone on (020) 8411 3037 .