

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Head of Quality and Standards

## **College/Department**

The Registry

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0503-21

## **Salary**

£56,445 to £74,102 per annum

## **Reports To**

Academic Registrar

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The Head of Quality and Standards will provide strategic leadership and management of activities specifically relating to academic standards and quality. They will be required to provide guidance and direction to senior leadership across the University and to the academic community, to ensure that the University’s reputation is protected and that the University is compliant with quality assurance and regulatory frameworks. This will require the adoption of best practice approaches, systems and structures in order to ensure that the University is compliant with external quality assurance requirements and other relevant regulatory frameworks in all areas of its taught provision

Reporting to the Academic Registrar, but in close liaison with the Provost (Learning & Teaching) and Provost (Research & Innovation), the post-holder is required to review the University’s quality processes and procedures to ensure they are strategically aligned to the University Institutional Success Metrics (ISMs), providing advice and expertise where required and ensuring that any changes are successfully implemented. The post-holder will also be expected to support and attend relevant committees, such as Academic Board.

The activities of the Head of Quality and Standards influence the way in which the University is perceived locally, nationally and internationally in terms of reputation, academic standards and the quality of the student experience. The post-holder is therefore expected to ensure a responsive and high-quality service to both internal and external stakeholders and being the key institutional contact for external regulatory bodies where appropriate.

## **Principal Accountabilities**

1. To be responsible and accountable for assuring the academic quality and standards of all provision, ensuring full compliance with appropriate external regulatory bodies (e.g. OfS, QAA, Ofsted & PSRBs) and through the development of a robust quality assurance and management framework (including validation).
2. Promote academic standards of University awards and the quality of the student experience across all the University’s provision.
3. Taking the lead in advising on the quality and standards of the University’s collaborative provision with other institutions, including potential new provision. This includes evaluating issues that may present reputational and/or quality risks to the University, and advising senior staff and academic departments on the appropriateness, impact and risks of possible courses of action.
4. Manage the University’s Register of academic provision, including Collaborative and Partnership (both UK and international) Provision and Degree Apprenticeships.
5. To lead, develop, and to take responsibility for the planning, preparation and co-ordination of the processes related to external review and audit, and act as the University’s main institutional and review facilitator.
6. To lead quality and standards activity as it relates to external regulatory expectations, metrics and benchmarks, and develop and maintain professional links with QAA, other HE agencies and relevant professional statutory bodies acting as the institutional contact point as required.
7. To oversee the University’s response to, and ensure implementation of, the UK Quality Code and any other requirements of QAA or other quality assurance bodies; monitoring changes to the framework and propose appropriately actioned and communicated.
8. To work with PVC Deans, Colleges and College Registrars to provide appropriate information, advice, guidance, resources and staff development in all aspects of quality assurance for academic staff.
9. To work with the Provost (Learning & Teaching) and the Provost (Research & Innovation) in order to facilitate and maximise engagement with the quality assurance process and ensure that there are appropriate academic structures and policies in place that enable the University to implement its academic strategy, including its portfolio development.
10. Support University competitiveness and learning and teaching innovation by enabling new programme developments to proceed as efficiently as possible with appropriate mitigation of risk and with a clear understanding of relevant policy issues for teaching and assessment.
11. To design and implement quality assurance process for course approval, monitoring and review (validation), including process relating to external examiners and collaborative partnerships, ensuring these are current, efficient and fit for purpose whilst also meeting external expectations. This will involve chairing and participating in working groups, committees, validation and review events as required.
12. To ensure that core elements of quality assurance are delivered effectively across the institution and its partners, on time and within budget.
13. To lead and manage the Academic Standards and Quality team to develop and support their role as an authoritative source of informed and professional advice and guidance. Promote proactive, integrated, cross-team working across the institution.
14. Taking responsibility, in liaison with key stakeholders, for the ongoing evaluation and development of the team’s services and the processes that the team supports, to optimise their efficiency and effectiveness for stakeholder groups and ensure that they are aligned with institutional and departmental objectives.
15. Oversee the effective management of relationships with external organisations such as other HEIs, PSRBs and partner organisations and ensuring University records are maintained.
16. Participate in internal and external networks, representing the University as required.
17. All other duties as required to support the Academic Registrar or wider Registry Leadership Team.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Honours degree
* Evidence of relevant continuous professional development and active memberships or affiliations with relevant external associations or networks (i.e. QSN)

#### **Experience**

* Substantial experience at a senior level of quality assurance and enhancement in UK higher education, including its application to international collaborative developments and arrangements, and student engagement mechanisms.
* Excellent leadership skills, with the ability to lead high-quality and diverse team, adopting a collaborative style to deliver the university’s vision
* Demonstrable success and impact from effectively leading, managing and motivating staff, securing individual and collective engagement and action
* Experience of managing internal and external audits (QAA, OfS, QSR or Ofsted) and implementation of the UK HE Quality Code and other QAA guidance and policy.
* Proven successful experience of making high level decisions and recommendations to senior management on quality assurance and enhancement matters.
* High level understanding of the implications of higher education policy in the context of quality assurance and enhancement procedures and processes, and previous experience of translating strategies into operational policies and procedures.

#### **Skills, knowledge & abilities**

* An ability to build effective relationships and to engender trust with a variety of stakeholders including colleagues, students, collaborative partners, and external representatives in the UK and overseas.
* An ability to lead through influence and persuasion
* An open and collaborative nature, able to quickly establish good relationships with people
* Proven highly-developed interpersonal and diplomacy skills with an ability to negotiate win-win outcomes with key partners.
* Ability to lead and chair meetings, committees and working groups.
* Experience of writing high level policy papers or strategic reports, and developing and leading staff development activity, both internally and at collaborative partners.
* Experience of setting high standards and determining the quality of service to be provided to achieve strategic goals.
* In-depth knowledge of QAA’s UK Quality Code for Higher Education, OfS Conditions of Registration, CMA requirements in relation to Higher Education Providers, and other external regulatory compliance requirements for quality assurance (e.g. Ofsted & PSRBs).
* Demonstrable knowledge and understanding of the UK higher education context and its implications for quality assurance and enhancement

**Business requirements**

* Highly flexible and able to travel on a national and international basis when required.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)