

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Quality Officer

## **College/Department**

Student Performance and Engagement

## **Location**

Kedleston Road. Derby

## **Job Reference Number**

0659-21

## **Salary**

£23,725 to £25,944 per annum

## **Reports To**

Senior Team Leader for Quality and Programme Services

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The post holder will assist with the operation and maintenance of systems and procedures to ensure key academic deadlines are met and regulations are followed, with particular attention to ensuring effective processes are implemented to meet external requirements for academic standards and quality.

Underpinning the role will be the need to ensure that relevant data, processes and documentation are well managed for the efficiency and effectiveness of university processes, consistent with external agency regulations and compliant with the requirements of University policies, procedures and audit.

The post holder will promote excellent student experience and contribute to the development and operation of the team as a whole.

## **Principal Accountabilities**

1. Take responsibility for support of Quality Assurance activities, which could include: providing officer support for online courses being considered by Standing Panel; providing officer support for Quality committees; supporting Quality Monitoring activities.
2. In discharging this responsibility, work within university procedures and to university deadlines, dealing with queries, issues or concerns and escalating as necessary to more senior Student Experience staff of any risks, issues, concerns associated with effective management of academic standards and quality arising.
3. Develop depth and breadth of knowledge within areas of work appropriate to the role, to fully understand and engage with the requirements of the role.
4. Produce and maintain an academic and operational calendar of online learning activities and events.
5. Perform a role in the development of data quality processes to strengthen data, management information and outputs.
6. Work with the Programme Services Team Leader to assist in the administering of activities including; Assessment Boards, Recognition of Prior Learning, Exceptional Extenuating Circumstances.
7. Audit of Programme and Module pages within Blackboard at various points during academic year.
8. Provide a high level of customer service to both internal and external customers, dealing promptly and effectively with all communication.
9. Contribute to the development of a community of practice in good governance and quality monitoring across the University.
10. Contribute to small-scale projects and preparing associated reports and analysis.
11. Support key university events (Clearing, Graduation etc).
12. This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* A levels or equivalent qualification or experience

#### **Experience**

* Administrative experience of managing detailed processes that require an attention to detail
* Experience of providing advice and guidance to a range of stakeholders
* Experience of maintaining comprehensive and accurate records, adhering to data protection regulations
* Experience of developing processes and procedures to improve working practice
* Experience of liaising with range of key stakeholders, for example, colleagues in other departments and customers, to ensure activities are fit for purpose and carried out in a timely manner
* Experience of working in a confidential environment and adhering to data protection regulations
* Proven track record of writing up notes and distributing meeting documents
* Experience of complex record systems and proficient in the use of MS office and other data base software

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

* Excellent interpersonal and communication skills both verbal and written
* Excellent organisation and time management skills
* Ability to problem solve effectively and use initiative
* Excellent customer service management and the ability to form effective working relationships across different departments
* Ability to work towards tight deadlines in a busy environment and keeps calm under pressure
* Resilient and able to adapt to a changing environment

#### **Business requirements**

* Willingness and ability to work occasional unsociable hours including some Saturday working during peak periods (with notice)

### **Desirable Criteria**

#### **Experience**

* Experience of working in the higher education sector within an administrative role
* Experience of Assessment Boards and EEC Panels
* Experience of formal minute taking

#### **Skills, knowledge and abilities**

* Knowledge of using PeopleSoft and Blackboard software

# **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)