

## Job Description

Job Title	Assistant Quality Manager (Academic Portfolio)
Department	Academic & Registry Services
HR Ref No.	<b>0720-26</b>
Role Code	
Grade	OS8
Base location	Exton Park
Reports to	Head of Academic Portfolio
Direct reports	tbc
Date created	Feb 26

### Job purpose

The Assistant Quality Manager (Academic Portfolio) is based in the Academic & Registry Services Directorate which supports the University's academic community to deliver an excellent academic experience for students. The directorate is responsible for academic administration and ensuring alignment and compliance with external regulatory requirements in ways that are efficient and streamlined. The directorate oversees policies and procedures relating to student administration, the development of the University's academic portfolio and the quality management framework that it operates within. Additionally, the directorate is responsible for oversight of academic standards, the quality of University courses delivered by partner organisations, student casework and the management of academic policy and governance.

The directorate's work is managed by five service areas (Academic Portfolio, Student Records, Academic Standards and Governance, and Apprenticeships). The Assistant Quality Manager (Academic Portfolio) is a member the Academic Portfolio Team and works closely with the Head of Academic Portfolio, the External and Professional Programmes Manager and other Assistant Quality Managers to ensure the effectiveness of governance arrangements for the University's academic partnerships, with a particular focus on transnational education (TNE). The post-holder will contribute to the evaluation of potential new academic partnerships and will take a leading role in the approval processes for proposed collaborative arrangements. The post-holder will also have a key role in the ongoing institutional management and quality assurance of approved academic partners, working closely with other key stakeholders in Faculty and central Professional Services, and developing good professional relationships with key contacts at partner organisations. The post-holder will be responsible for coordinating and directing the work of other staff in the Academic Portfolio Team.

### Key duties and responsibilities

- Develop and maintain a strong working relationship with the International Centre to ensure effective oversight of current and prospective international partnerships.
- Working with other University stakeholders, contribute to the completion of thorough due diligence for proposed new partnerships with a particular focus on academic quality and governance.
- Represent Academic Services at approval events for new partnerships, including where necessary visiting the site of the partner organisation, and contributing to approval reports.
- Deputise for the Head of Academic Portfolio at University committees concerned with consideration of new partnership proposals.
- Work closely with newly approved partner organisations to ensure that they are effectively onboarded with the University, collaborating with other members of the Academic Portfolio Team in the development of help and guidance materials to support this.

- Develop strong professional relationships with key contacts at approved partner organisations, acting as a central point of contact for queries, and organising and attending liaison meetings.
- Work closely with University stakeholders in Faculties and Professional Services to ensure that issues and queries are effectively resolved.
- Lead the annual organisational monitoring process for designated partnerships and contribute to reports to University governance committees relating to the performance of collaborative arrangements.
- Ensure that concerns relating to the quality of provision delivered by academic partners and the security of collaborative arrangements are escalated in accordance with University policy and procedure.
- Work with the Head of Academic Portfolio and External and Professional Programmes Manager to plan and coordinate review and renewal processes for academic partnerships, and represent Academic Services on review panels.
- Contribute to, and where requested by the Head Academic Portfolio, lead on the review and development of policy and procedure for the governance of academic partnerships.
- Develop and maintain a thorough understanding of curriculum management processes, and provide support on their application, particularly in relation to academic partnerships.
- Work with the Head of Academic Portfolio, External and Professional Programmes Manager and other Assistant Quality Managers to develop and manage workplans for the Academic Portfolio Team, and take responsibility for directing and coordinating the work of others in the team.
- Maintain an awareness of regulatory and sector-wide expectations for the governance of academic partnerships, particularly in the context of TNE.
- In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

### **General duties**

- To uphold and comply with all University's policies and procedures, including those relating to:
  - Equality, diversity and inclusion
  - Health and safety
  - Data protection and IT security
  - Safeguarding
  - Sustainability
- To support the creation of a culture that is highly performance focused and built on a foundation of fairness, diversity, belonging and inclusivity.

## Person Specification

Job Title	Assistant Quality Manager (Academic Portfolio)	Role Code	
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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

**Essential criteria** are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

**Desirable criteria** are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

### Methods of assessment:

A = Application Form, I = Interview/Assessment Tests, P = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
<b>QUALIFICATIONS</b>		
Degree or equivalent level qualification	E	A/P
Professional qualification or higher degree	D	A/P
<b>KNOWLEDGE AND EXPERIENCE</b>		
Relevant experience within a senior administrative role	E	A/I
Experience of working in a higher education environment	D	A/I
Experience of supervising and coordinating the work of others	E	A/I
Experience of developing effective working relationships with internal and external stakeholders	E	A/I
Experience of applying academic policies and procedures	E	A/I
Experience of working with academic partnerships, particularly in an international context	D	A/I
An understanding of the principles of quality assurance and risk management	E	A/I
<b>SKILLS AND PERSONAL ATTRIBUTES</b>		
Advanced IT skills	E	A/I
Skills in data analysis	E	A/I
Excellent attention to detail	E	A/I
High level written and oral communication skills	E	A/I
Ability to prioritise own and others work and use resources effectively	E	A/I
Ability to work independently, logically and analytically with minimal supervision	E	A/I
Excellent interpersonal skills	E	I
Excellent problem solving, administrative and organisational skills	E	A/I
Willingness to undertake occasional travel within the UK and internationally	E	A/I

**UNIVERSITY OF CHESTER  
TERMS & CONDITIONS OF EMPLOYMENT**

**ACADEMIC SERVICES  
ASSISTANT QUALITY MANAGER (ACADEMIC PORTFOLIO)  
PERMANENT CONTRACT**

**SALARY SCALE**

University Scale OS8, points 27 - 30, £35,608 - £38,784 per annum payable monthly in arrears.

**HOURS OF WORK**

Monday to Thursday 9.00am - 5.30pm

Friday 9.00am - 4.30pm (less one hour lunch break each day)

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

**HOLIDAY ENTITLEMENT**

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service.

**MEDICAL EXAMINATION**

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

**ESSENTIAL CERTIFICATES**

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by Human Resources.

**PENSION SCHEME**

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by AVIVA.
  - The Cheshire Local Government Pension Scheme, to which the University is an admitted body.
- All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

**EQUAL OPPORTUNITIES**

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

**SMOKING POLICY**

The University operates a No-Smoking policy.

**PROBATIONARY PERIOD**

A nine months' probationary period applies to all University posts.