

JOB DESCRIPTION

Job title:	Quality Assurance Assistant
Reporting to:	Head of Quality
Hours:	35 hours per week, 52 weeks per year
Grade:	£21,700 (rising to £23,900 after 12 months)

The University College of Osteopathy (UCO) is seeking an exceptional candidate to fill the role of Quality Assurance Assistant. This is a new role for the UCO and its purpose is to make an effective contribution to the Quality Assurance team in delivering an excellent and efficient quality assurance service for the UCO and its stakeholders. We are looking for a friendly and reliable individual with prior administrative experience who will be able to make an effective contribution to a small team in implementing the UCO's quality assurance services.

This role will suit a candidate who is able to work autonomously and as part of a team, has a flexible approach to managing their own workload and is able to work to deadlines. With strong organisational, time management and communication skills, the candidate will possess the ability to liaise with all internal and external UCO stakeholders at all levels, to ensure that the UCO's quality assurance activities are implemented and carried out effectively. The candidate will have the opportunity to develop their knowledge and understanding of quality assurance within the Higher Education sector as well as gaining experience in fulfilling quality assurance requirements of professional, statutory and regulatory bodies.

Main Duties

1. Support the development of quality assurance and enhancement frameworks to maintain the consistent standards of our education and qualification activities.
2. Reviewing key data to allow for identification of root cause and trend analysis.
3. Monitor the UCO's progress against its action plans, ensuring that relevant departments are kept aware of upcoming deadlines to mitigate risk.
4. Provide insight into quality gaps as part of the quality assurance and enhancement process and ensure these gaps are communicated to line managers and appropriate management.
5. Support the UCO in its preparations for monitoring visits and reviews by external bodies.
6. Assist with policy development and guidance production.
7. Liaise with professional service managers and academic management staff to ensure full compliance with UCO quality assurance-related regulations, policies and procedures, providing advice and guidance as required.
8. Analyse information gathered to develop recommendations for improvement and changes in current working practices.
9. Ensure final versions of policies and procedures are distributed through the UCO and on the UCO website if applicable.
10. Assist in the timely updating and maintaining both internal and student facing quality information and communications (such as programme and module specifications, handbooks and information on quality processes).
11. Gather information and supporting documentation for course approvals and modifications, periodic reviews, institutional reviews, collaborative activity and external examining.
12. Assist in the organisation course approval, periodic review, collaborative activity approval and external examiner events.

13. Act as the Secretary of and provide administrative to the UCO's Quality Assurance Committee.
14. Co-ordinate the collection, monitoring, analysis and review of student feedback obtained through student evaluation questionnaires.
15. Work with the Head of Quality to provide guidance for staff, students and other individuals involved in quality assurance-related activities.
16. Forward plan quality assurance related activities and events, ensuring that the requirements of the UCO are met.
17. Take notes and produce formal minutes of meetings and quality assurance-related events when required.
18. Any other duties as assigned by the Head of Quality or Deputy Vice Chancellor (Education).

PERSON SPECIFICATION

Essential

- Excellent attention to detail.
- Good standard of English and numerical skill.
- Must be well organised and able to prioritise work load.
- Recent administrative experience.
- Experience of presenting information and data in formats for a range of audiences, including policy and report writing skills.
- Experience of working with limited supervision.
- Ability to work within a small team and participate in team goals. Must be competent in Microsoft Office applications: Word, Excel, PowerPoint and Outlook.
- A commitment to working collaboratively with colleagues across Departments.
- Knowledge of systems, processes and procedures across an area of work.
- Able to monitor progress with agreed objectives ensuring the effective use of resources.
- Able to contribute to developments within a small department, such as implementing improvements to working practises, policies and procedures.
- Represent the UCO at various events and meetings professionally.
- Resilience and resourcefulness, with the ability to remain calm when juggling priorities and meeting deadlines.

Desirable

- Experience of quality assurance within Higher Education or a professional body context.
- Experience of drafting policies and procedures.