Quality Assurance Administrator

Job Specification

Date created: March 2025

JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m.
Location flexibility:	The place of work for this role is **Split** between the Horizons office in Reading and your home; the exact split of days/hours is negotiable but must include a minimum of **two** working days per week spent at Horizons (you may work more in the office should you wish)

Please note the following:
- When you work at Horizons you must attend on core office days only
- Core office days are Tuesday, Wednesday, and Thursday
- The building is closed to staff on Fridays
- On a Split contract you cannot attend the office on a Monday, unless you have worked a minimum of 3 other core days in the office
- Working at home is only possible if your environment meets certain conditions – see the **Attachment** to this Job Specification document – and if not, you need to work at Horizons

Department:	Student and Registry Services
Line manager:	Helen Edwards, Director of Academic Quality

Role summary

The Academic Quality Unit (AQU) is a small team with big ideals. Our mission is to drive excellence through a knowledgeable and professional support service that underpins a consistently outstanding student experience. The AQU team is responsible for managing the quality assurance and enhancement processes, including validation and apprenticeship approval, periodic review and re-validation, annual monitoring and programme amendment. The team is also responsible for maintaining academic policies and procedures, liaison with partners and Professional Statutory and Regulatory Bodies (PSRBs) and internal and external quality audit.

As the Quality Assurance Administrator, you will assist the work of the team by planning for key quality events and training relating to UCEM's programmes. You will provide the administrative support that underpins our quality assurance and enhancement procedures. This includes ensuring we hold accurate programme documentation records and maintaining UCEM's Code of Practice, regulations and procedures. You will also support the Director of Academic Quality and Quality Assurance Officers with their work as and

when required. This role is an excellent entry point for anyone looking to develop their career in Higher Education or specifically in Higher Education quality assurance.

Role accountabilities and responsibilities

Programme monitoring and enhancement activities

- Set timelines and process for annual Programme Review and ensure that this is communicated to Programme Leaders.
- Support Programme Leaders to engage in Programme Review and to complete Programme Enhancement Plans.
- Provide advice and guidance on the process of making module and programme amendment requests and ensure that any requests are processed in line with UCEM's policy and procedure.
- Work with Programme Leaders to ensure that appropriate consultation is undertaken as part of the programme change process and that changes are effectively communicated to all stakeholders.

Plan key quality events

- Plan key quality events including external quality audit, validation, periodic review, re-validation and quality training events.
- Set dates for the events and arrange the logistics including booking meeting rooms, travel and accommodation for attendees.
- Arrange payment for attendees.
- Recruit and brief student volunteers to participate in quality events.

Policy and compliance work

- Lead the compilation of the annual monitoring returns for the Non-local Courses Registry in Hong Kong.
- Assist in the compilation of the annual reports required by PSRBs and other regulatory bodies.
- In conjunction with the Marketing team, lead on the completion of the annual audit of public information.
- Format, update and circulate quality documentation including programme specifications, module descriptors, policies and procedures.
- Support the preparation of deliberative committee paperwork.

Support the investigation of student complaints and appeals and academic misconduct

- Assist with collating documentation to support the investigation of student complaints and appeals.
- In the Student Case Work Officer's absence, act as UCEM Complaints and Appeals Officer.
- Attend and represent the Academic Quality team on student academic misconduct panel hearings.

Administrative support

- Ensure that the team's SharePoint site and drive are kept up to date.
- Raise purchase orders for the team.
- Support with budget planning.
- Act as secretary to ad hoc working groups and other meetings as required.

Line management responsibility:	NONE
Budget responsibility:	NONE
<u>In this role you will liaise with:</u> Other members of the Academic Quality Unit and Academic Governance Teams, Programme Leaders, Module Leaders, Students and Student Representatives, Non-local Courses Registry in Hong Kong, Marketing Team, Student and Registry Services	

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PERSON SPECIFICATION

Assessment Criteria: A = Application   I = Interview   T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further education level qualifications		X	X		
Degree level qualification		X	X		

Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application

Previous experience	Essential	Desirable	A	I	T
In a similar role	X		X	X	
Working in an office environment and can demonstrate: • Working as part of a team • Strong administrative skills	X		X	X	
Within the education sector		X	X	X	
Experience with minute taking		X	X	X	

Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Accurate and strong attention to detail	X		X		X
Ability to write clearly and concisely	X		X		X
Strong planning, co-ordination and organisational skills and the ability to work to and meet deadlines; methodical and logical	X		X	X	
Ability to interact, communicate and build relationships with people; a personable approach	X		X	X	
Skilled in the use of IT systems, particularly Microsoft Outlook, Word, Excel, Teams	X		X		X
Knowledge and prior experience of managing content on an intranet such as SharePoint		X	X		
Familiarity with Higher Education practice and protocols		X	X	X	
Use of Agresso accounting software		X	X		

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Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

PAY & BENEFITS

- Salary circa £26,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. UCEM is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

On the Join the team page of our website, you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

IMPORTANT! All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application**.**

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To apply for this role, please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a **complete** job application.

*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: https://www.ucem.ac.uk/our-vision/

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our **Sustainability Strategy**: https://www.ucem.ac.uk/sustainability/

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role.

NO AGENCIES: We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Helen Edwards on 0118 921 4678 or email h.edwards@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email recruitment@ucem.ac.uk

Closing date and next steps

Wednesday 19 March 2025 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom, Microsoft Teams, and we may invite you to visit our Reading office, especially when this is your place of work.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

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Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN**.
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.