# JOB DESCRIPTION

**Quality Assurance and Enhancement Manager, Faculty of Science & Technology (FST)/Faculty of Health and Medicine (FHM)**

Vacancy Ref: A2378

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Quality Assurance and Enhancement Manager FST/FHM</th>
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<td>Present Grade:</td>
<td>7P</td>
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<tr>
<th>Department/College:</th>
<th>Faculty Office, Faculty of Science and Technology/Faculty of Health and Medicine</th>
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<td>Directly responsible to:</td>
<td>Faculty Manager (FST/FHM) and the Head of Academic Standards and Quality (ASQ)</td>
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<td>Supervisory responsibility for:</td>
<td>n/a</td>
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## Other contacts

**Internal:** Dean and Associate Deans for Undergraduate and Postgraduate Studies, Department Heads; University Dean for Academic Quality; Director of International Teaching Partnerships; Programme Directors; Admissions teams; Marketing teams; Academic and Professional Services colleagues.

**External:** External Accreditation/Professional bodies (e.g. Health and Care Professions Council, British Psychological Society, Institute of Biomedical Science, Royal Society of Chemistry); External Agencies (e.g. Office for Students); Colleagues at other HEIs, including International Teaching Partners

## Job Purpose

Reporting jointly to the Faculty Managers and the University’s Head of Academic Standards and Quality, the role holder will be Faculty-based but will also be a member of the central University ASQ team taking direction on institutional priorities and implementation within the Faculties. The role holder will be part of a wider community of practice and will work closely with professional colleagues across the institution. The role holder will:

- Have lead responsibility for academic quality assurance and enhancement within the Faculty of Science and Technology/Faculty of Health and Medicine and ensure compliance with relevant guidance and procedures, this will include all operational aspects of quality assurance and enhancement (QA&E).
- Advise and support the Associate Deans for Teaching.
- Work with the Associate Deans for Teaching and staff in departments to review and improve areas of strategic priority relating to teaching and the student experience, for example: student satisfaction; retention.
- Work with staff in departments to enhance and improve the student experience.
- Act as Committee Secretary to Faculty Teaching Committees.
- Provide QA&E support for the Faculty's accreditation portfolio and assist with the preparation for external accreditation reviews.
- Manage student complaints and appeals on behalf of the Faculty.

## Major Duties:

1. Provide a high level of professional support and guidance to colleagues in Departments and Faculty Offices. Ensuring colleagues have appropriate awareness and understanding of QA&E, advising on all QA&E matters, relevant policies and procedures, best practice and how to enhance the student experience.
2. Provide a high level of professional support to the Associate Deans for Teaching and advise on policy, practice and implementation.
3. Maintain an up-to-date understanding of the political and strategic context of QA&E and provide regular updates to colleagues to ensure broader professional awareness and understanding.
4. Contribute to the development, review and revision of QA&E policies and procedures and other continuous improvement and efficiency initiatives.
5. Act as Secretary to Faculty Teaching Committees and ensure effective and efficient committee management.

6. Be the key point of contact between Departments in the Faculties and ASQ ensuring a close and mutually supportive approach to the QA&E work of the University.

7. Coordinate Faculty academic approval and academic change processes.

8. Ensure the accuracy of all relevant programme and module records.

9. Liaise with the University’s International Teaching Partners on QA&E matters and processes and ensure accurate record keeping.

10. Co-ordinate the provision of management information for QA&E procedures (e.g. Periodic Quality Review, Annual Programme Reviews, module evaluations, the Courses Handbook).

11. Contribute to University and Faculty quality reviews and audits including external accreditation reviews, ensuring that programmes comply with relevant criteria.

12. Actively participate in relevant regional, national and/or international professional networks to influence and develop best practice and continuous improvement.

13. Author reports (including contribution to Annual Teaching Review) as required.

14. Undertake any other duties, or training and development, appropriate to the grade of the post, as required by the Faculty Managers or the Head of Academic Standards and Quality.