

Job Description

Post/Job Title:	Quality Manager (Partnerships)
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Quality and Governance
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods, and some evening and weekend work may be required to support specific activities.</i>
Grade:	7
Accountable to:	Head of Academic Quality
Responsible for:	n/a
Special Conditions:	As this role comes has contact with apprentices, the postholder must be familiar with our Safeguarding Policy and, at all times comply, with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training. As such, it is an offence to apply for and perform this role if a person is barred from engaging in regulated activity under the Safeguarding Vulnerable Groups Act 2006.

Job Purpose

Working as part of the Quality & Governance team, this role is responsible for leading on the delivery of key strategic initiatives which support the growth of new delivery partnerships, including the development of new frameworks, regulations, policies and procedures relating to partnership provision at BU.

The post holder will take a leading role within the Quality & Governance team in delivering new partnerships and reviewing policies and procedures to support the implementation, monitoring, review and closure of partners in line with strategic objectives.

The postholder will work across Academic Services ensuring an integrated approach to project initiatives and delivering excellent service to all stakeholders.

The post holder will operate across the University to ensure effective and consistent implementation and work closely with stakeholders to articulate their requirements and constraints, to understand opportunities and identify solutions.

The post will report to the Head of Academic Quality and work closely with the two Quality and Governance Managers.

Main Responsibilities

It is expected that the post holder will be able to undertake all responsibilities, however in practice these will be allocated as part of a balanced workload.

1. To develop, lead and facilitate process improvement activities (which could include planning a project over the course of a year) identifying and documenting outcomes that support the project aims and objectives
2. To lead on the approval of new regulations, policies and procedures to support the growth in partnership provision including developing new policy and procedural guidance to support emerging partnerships and governance models.
3. To lead on the approval process for new partnerships, including managing the approval process for Quality and Governance, acting as Secretary to partner approval panels, reporting to key committees and working with other stakeholders to deliver new partner approvals that meet University strategic objectives within agreed timescales.
4. To work with colleagues in Academic Services and academic and administrative staff across BU to develop best practice in relation to quality assurance and enhancement activities.
5. To develop, lead and facilitate process improvement activities identifying and documenting outcomes that support the project aims and objectives.
6. To take responsibility for coordinating the effective delivery of key projects relating to partnerships, including the planning and management of own and other activities, and using data to monitor impact.
7. To establish and maintain effective relationships with senior managers, academics and other stakeholders to understand and respond to the complex, interdependent and wide-ranging quality assurance and enhancement needs of the University
8. To provide authoritative expert advice, guidance and support to BU and partner staff on relevant University policies, procedures and regulations, and relevant sector regulatory requirements, e.g. the Office for Students, Competition and Markets Authority guidance, Office of Independent Adjudicators.
9. To support the Head of Academic Quality with the management, development and implementation of the University's education quality assurance and enhancement framework by developing key policy or regulatory changes required to respond to internal or external factors.
10. To engage proactively with relevant sector bodies and maintain a full knowledge and understanding of quality and enhancement related developments. To play a key role in assessing the impact of those developments in the University and informing review of the ARPPs as appropriate. To coordinate institutional responses to sector consultations.
11. To lead the development and delivery of a programme of training and development on all aspects of the University's ARPPs for stakeholders at all levels (internal and external), and to manage the design and delivery of staff development activities and resources that is responsive to changing University requirements and stakeholder needs.
12. To contribute to the continuous improvement of Academic Services by identifying opportunities for process enhancements, to contribute to the development of performance measures and to regularly monitor performance against agreed standards.
13. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university.
14. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
15. Any other duties that may reasonably be required by senior managers in Academic Services.

Contacts

Internal: All levels of staff across Faculties and Professional Services, including Academic Quality and other Academic Services colleagues, Associate Deans, Deans, Heads of School.

External: Professional, Statutory and Regulatory Bodies, Sector agencies and organisations, the Office for Students, the Office of the Independent Adjudicator, the Quality Assurance Agency, partners in the UK and overseas covering a broad range of academic-related activity

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Data Steward

- i. Inspect, manage and monitor Information Governance compliance within their area.
- ii. Identify and manage data protection risks for the data used within their team/function.
- iii. Supervise what data is stored where, in what format and its quality throughout its lifecycle through to its appropriate deletion/destruction.
- iv. Ensure access is provided where there is a clear justification and removed when it is not required.
- v. Ensure appropriate safeguards are in place to protect data (e.g. physical and technical controls, and local processes and procedures are development, implemented, followed and regularly reviewed).

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.



Person Specification

Post / Job Title: Quality Manager (Partnerships)	Post No:
School / Service: Academic Services	Date: April 2026
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Line management experience including recruitment, induction, appraisal and performance management	D
Experience of leading a team in a complex environment	D
Significant experience working at a senior level in a quality assurance role within the HE sector as a professional academic officer	D
Extensive experience of HE quality assurance frameworks and requirements including partnership provision and review/audit methodologies	D
Experience of HE quality policy development and implementation	E
Experience in the design, implementation and evaluation of process and procedures	E
Experience of liaison with professional, statutory or regulatory bodies in an education context	D
Skills	
Excellent team leadership and the ability to manage team and individual performance	D
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Ability to quickly assimilate complex information and provide expert opinion or specialist advice	E
Excellent written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner	E
Demonstrable ability to manage, understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way	E
Experience of managing to successful completion complex projects with wide range of stakeholders	E
Ability to review, design and implement processes effectively	E
Ability to analyse and review data and information to benchmark against sector norms	E
Experience of delivering measurable and visible improvements through enhancement projects	D
Attributes	
Communicating vision clearly and enthusiastically to inspire and motivate others	E
A demonstrable commitment to service excellence, and fostering continuous service improvement within a team	E
Highly organised approach with the ability to plan and prioritise workload and consistently meet objectives and success criteria	E
Ability and willingness to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	E
Ability to develop and maintain professional relationships of respect, trust and support with staff and students	E
Demonstrable ability to deliver innovative solutions, both personally and through a team	
Demonstrable ability to adjust to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	
Showing commitment to personal development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.	