Job Description

Post/Job Title:	**Quality Manager**
Reference:	**644**
Faculty/Professional Service:	**Academic Services**
Group/Section:	**Quality and Governance**
Location:	**Any University location**
Normal hours per week:	**37** ***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.*
Grade:	**8**
Accountable to:	**Head of Academic Quality**
Responsible for:	**Senior Quality and Governance Officer & Quality and Governance Officer(s)**
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

To manage a team responsible for the delivery of high-quality support to Faculties and partners to ensure the effective implementation of the University's quality assurance and enhancement framework, in the context of best sector practice and changing external requirements with the ultimate aim of enhancing the student experience.

To lead on the development of academic regulations, policies and procedures in line with university strategy and external regulatory requirements to assure the maintenance of standards and enhance the quality of the University's education and academic partnership provision.

To provide expert advice on complex matters, contribute to high level decision making in enhancing the quality assurance framework.

To implement and enhance a robust quality assurance and enhancement framework for curriculum management, including PSRBs, and partnership provision that is aligned to external regulatory requirements and supports internal governance structures.

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 take a lead role in the professional support for and operation of University's education quality assurance and enhancement framework (including programme and partner approval, monitoring review activities undertaken in Faculties).
2. To manage a team providing support to Faculties under a business partner model and the academic governance structure; to undertake the line management and appraisal of appropriate staff within the team and to mentor, develop and support staff to ensure they perform to the best of their ability and are supported to develop their skills and careers.
3. To provide authoritative expert advice, guidance and support to BU and partner staff on relevant University policies, procedures and regulations, and relevant external sector regulatory requirements, e.g. the Office for Students, Competition and Markets Authority guidance.
4. To design and implement academic quality processes for curriculum management, monitoring, and review, including processes relating academic partnerships and apprenticeship provision, ensuring that these are current, efficient, and fit for purpose whilst also meeting external regulatory requirements.
5. To support relevant external reviews, statutory returns and Professional Body events and to co-ordinate and support Faculties in the management of institutional records in relation to professional body accreditation and approval.
6. To oversee potential, new partnership developments and approval processes to ensure there is effective oversight of risk relating to reputational and/or quality risks to the University, and advise academic teams on the appropriateness, impact and risks of possible courses of action.
7. To manage approval, review and closure processes for all types of provision i.e. on-campus, UK and TNE, and to ensure that processes are robust and effective.
8. To ensure the effective management and ongoing development and enhancement of the University's Academic Regulations, Policies and Procedures (ARPPs), ensuring that they are disseminated effectively and meets user needs.
9. To support effective Senate sub-committee planning and lead the team that delivers high quality support for all Senate sub-committees including the enhancement of operational processes and the provision of staff development.
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 lead the design and delivery of staff development activities and resources.
12. To be a member of the Academic Services Management Team and to contribute to the development and delivery of Academic Services' strategic plans.
13. 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.
14. 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.
15. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
16. To manage the response to all FOI requests, and coordinate the work required across the team in a timely manner.
17. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
18. 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, manager 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.

March 2026

Person Specification

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SELECTION CRITERIA	**E**ssential/ **D**esirable
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	E
Experience of leading a team in a complex environment	E
Significant experience working at a senior level in a quality assurance role within the HE sector as a professional academic officer	E
Extensive experience of HE quality assurance frameworks and requirements including partnership provision and review/audit methodologies	E
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	E
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
Demonstrable proficiency in using data to produce and analyse reports	E
Ability to review, design and implement processes effectively	E
Attributes	
Communicating vision clearly and enthusiastically to inspire and motivate others	E
A demonstrable commitment to service excellence, continuous service improvement	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 resilience, able to keep calm under pressure, deal with difficult situations and apply a logical approach to problem solving	E
Demonstrable ability to adjust to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
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.	E
Positive attitude towards safeguarding	E