

Job Description

Post/Job Title:	Quality and Governance Officer
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:	4
Accountable to:	Quality Manager or Governance Manager
Accountable for:	N/A

Job Purpose

To work as part of the Quality and Governance Team to plan and provide an effective and responsive administrative service in support of quality activities associated with educational programmes and related activities across BU and Partner organisations. To apply knowledge and understanding of and perform key quality related processes that underpin the education portfolio.

The role will be required to work across a range of areas of activity, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Effectively managing a set of tasks and responsibilities as appropriate to Quality and Governance team related functions within Academic Services including:
 - Supporting the delivery of the University's quality assurance and enhancement framework for all types of provision (on-campus, partnerships and apprenticeships) such as approval, review, monitoring and closure processes, modifications and curriculum change processes, supporting annual monitoring and enhancement review processes.
 - Providing committee support to University and Faculty-level committees.
 - Co-ordinating external examiner processes and maintaining accurate records.
 - Supporting the delivery of high quality and effective training and staff development activities across the University.
 - Undertaking individual student cases during peak periods for the Student Casework team.
2. Dealing with the administration relating to the Quality and Governance team processes and procedures in line with university policy and regulation such as:
 - using records and databases to produce accurate reports
 - arranging and minuting formal committee meetings

- implementing processes relating to curriculum change and partnership management and producing reports for committee oversight.
 - maintaining accurate records relating to partners, PSRBs and external examiners.
 - liaising with external organisations such as other HEIs, PSRBs and partner organisations.
3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone
 4. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders
 5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring
 6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
 7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
 8. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

Contacts

Internal: All BU staff and students

External: All BU stakeholders

Information Governance Responsibilities

Data User

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

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

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SELECTION CRITERIA		Essential/ Desirable

Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous experience of working in an administrative/advisory role with a varied and complex set of responsibilities	E
Experience of committee management and organising meetings	E
Previous experience of working in an administrative role within Higher Education	D
Skills	
Previous experience of supervising / coordinating the work of others	E
Experience of line management of individuals or teams	D
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Excellent written and verbal communication skills	E
Good MS Office skills	E
Proven experience of using databases or an enquiry management system to record, extract and manipulate information	E
Proven attention to detail and ability to check own and other peoples' work for accuracy	E
Previous experience of implementing administrative processes effectively	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached	E
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Agile approach to work including a positive approach to learning and responding to feedback	E
Ability to work on own initiative and as part of a team	E
Ability to review and recommend changes to structures/systems.	E
Ability to prioritise and work to tight deadlines	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E
Flexible approach to work including a willingness to adjust working hours according to service needs	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E