 Job Description

Post/Job Title:	**Deputy Head of Academic Quality**
Ref:	**232/POSN107653**
Professional Service:	**Academic Services**
Location:	**Any University location**
Normal Hours Per Week: (Flexibility is required in order to ensure that key time scales and deadlines are met)	**Full Time**
Grade:	**9**
Responsible to:	**Head of Academic Quality**
Responsible for or supervises	**Academic Quality Team Leaders**

Job Purpose

To manage a team responsible for delivering the service's vision for quality assurance and enhancement, enabling integrated, cross-team and cross-functional working and delivering high-quality support to Faculties and partners to ensure that the University is compliant with external quality assurance requirements and other relevant regulatory frameworks. To support the development of long-term strategies and implement plans to optimise efficiency and embed Service Excellence.

To contribute to horizon-scanning, sector benchmarking, and operationalizing the University's strategic objectives for quality assurance and enhancement in the context of best sector practice and changing external requirements with the aim of enhancing the student experience.

To develop the University's academic regulations, policies and procedures in line with University's strategy and sector requirements to assure the maintenance of standards and enhance the quality of the University's education and academic partnership provision.

To support an integrated approach to service delivery that is sector-leading through a focus on continuous enhancement and innovation which is responsive, user-focused and supports the University's stakeholders in collaborative and creative way.

Main Responsibilities

1. To support the Head of Academic Quality with the management and implementation of the University's quality assurance and enhancement framework through the development of the University's Academic Regulations, Policies and Procedures (ARPPs).

2. To be responsible for leading and overseeing the effective management and ongoing development and enhancement of the University's Academic Regulations, Policies and Procedures (ARPPs), ensuring that they are effective, proportionate, and efficient with appropriate mitigation of risk, supports university competitiveness and meets user needs.

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3. 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.

4. To provide expert support, advice and guidance in relation to apprenticeship provision and to develop and maintain a quality assurance framework for apprenticeship provision that meets internal requirements and is complaint with external regulations.

5. To line manage the Academic Quality team including the recruitment and induction of new staff, allocating workload priorities conducting appraisals, managing performance issues, and identifying, developing and supporting appropriate staff development.

6. To deliver professional support to Faculties and departments through the Academic Quality team, and enable oversight of the quality assurance and enhancement activities in Faculties and with academic partners.

7. To work with Faculty Deputy Deans and Heads of Service to provide expert advice and guidance on relevant sector regulatory requirements e.g. the Office for Students, Ofsted, the Office of the Independent Adjudicator (OIA), the Competition and Markets Authority (CMA) guidance and to facilitate and maximize engagement with quality assurance and enhancement processes, to support the development of policy and approaches to enhancement, including any arising staff development needs.

8. To provide expert advice, guidance, and support to BU's partners on relevant University policies, procedures and regulations, and relevant sector regulatory requirements.

9. To manage the day-to-day operational work relating to the University's collaborative provision in UK and international academic partnership activities, including overseeing programme and apprenticeship provision and ensuring appropriate and effective support and oversight of quality assurance.

10. 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.

11. To oversee the administration of the contract management for the University's academic partnership provision, including advising and monitoring agreements on institutional contracts

12. To lead and coordinate effective Senate and sub-committee planning, co-ordinating clerking and secretarial support, enabling the provision of appropriate staff development and to facilitate the sharing of best practice.

13. To engage proactively with relevant sector bodies and maintain a full knowledge and understanding of national quality assurance requirements and other relevant regulatory frameworks (ie. OfS, Ofsted, the OIA, CMA and QAA) to support the University's response to regulatory requirements eg. TEF.

14. To be the nominated institutional liaison and Point of Contact with the Office of the Independent Adjudicator (OIA) and monitor risk at the institutional level.

15. To manage and oversee activity associated with academic appeals, complaints, and offences.

16. To lead the development and delivery of a programme of training and staff 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.

17. To chair and participate in working groups, committees, validation, and review events as required.

18. To be a member of the Academic Services Management Team and to contribute to the development and delivery of Academic Services' strategic plans.

19. To contribute to the continuous improvement of Academic Services by encouraging cross-functional working, promoting best practice, and identifying opportunities for process enhancements.

20. Any other duties as may reasonably be required by the Head of Academic Quality and the Academic Registrar.

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Contacts

Internal
All levels of staff across Faculties and Professional Services, including Academic Quality and other Academic Services colleagues, Deputy Deans, Heads of Department, Education Service Managers.
ExternalProfessional, Statutory and Regulatory Bodies, Sector agencies and organisations, the Office for Students, the Office of the Independent Adjudicator, the Quality Assurance Agency, Ofsted, 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.

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
NB:
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.

October 2024

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School / Service:	Academic Services		Date: October 2024

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent	E
Line management experience including recruitment, induction, appraisal and performance management	E
Experience of leading a team in a complex environment	E
Substantial relevant experience working at a senior level in the HE sector in developing and managing UK and international academic partnerships	E
Substantial relevant experience at working in a senior role of institutional level management of quality and standards within the HE sector	E
Extensive experience of HE quality assurance frameworks and requirements including partnership provision and review/audit methodologies	E
Extensive experience of HE quality policy development and implementation	E
Experience in the design, implementation and evaluation of process and procedures	E
Ability to provide high-level expert advice and guidance on quality, standards and academic partnerships in the HE context	E
Experience of leading complex projects at an institutional level	E
Experience of liaison with professional, statutory or regulatory bodies in an education context	D
Experience of managing a budget	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
Project and change management skills	E
Ability to manage complex workload and effectively prioritise to meet deadlines	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 databases or a records system to record and extract information to produce and analyse reports	E
Ability to take creative and innovative approach and to translate ideas into implementation plans	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 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