1 Advertisement

Post Title: Senior Quality and Enhancement Officer  
School/department: Business School  
Hours: Full time or part time hours considered up to a maximum of 36.5 hours. Requests for flexible working options will be considered (subject to business need).  
Contract: Permanent  
Reference: 4298  
Salary: Starting at £30,046 to £33,797 per annum, pro rata if part time. Current salary scales can be found here.  
Placed on: 7 September 2020  
Closing date: 16 September 2020. Applications must be received by midnight of the closing date.  
Expected Interview date: To be confirmed  
Expected start date: 1 October 2020

The Business School is seeking to appoint a Senior Quality and Enhancement Officer to manage the quality assurance and enhancement processes relating to taught courses within the school’s extensive portfolio.

The School has a wide-ranging portfolio of over 40 courses across its five departments and also has a comprehensive Online-Distance-Learning (ODL) programme. The School runs courses involving placements and study abroad options and at Postgraduate level has both generalist and specialist MSc’s. For the 20/21 academic year the School is also developing a subset of courses to run in January which the role will be key in supporting.

The Senior Quality and Enhancement Officer works closely with the Director of Teaching and Learning (DTL) and Associate Dean for Education and Students to develop and deliver the School’s Learn to Transform section of the Sussex 2025 strategy.

This wide variety of course delivery makes this a varied, challenging and exciting role with great opportunity to develop and explore new skills so is particularly good for those looking for a new challenge!

Please contact c.barrow@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

*The University of Sussex values the diversity of its staff and students and we*
Welcome applicants from all backgrounds.

2. **The School / Division**

Please find further information regarding the school/division at [https://www.sussex.ac.uk/business-school/](https://www.sussex.ac.uk/business-school/)
3. **Job Description**

**Job Description for the post of:** Senior Quality and Enhancement Officer  
**Department:** Professional Services  
**Section/Unit/School:** The Business School  
**Location:** Jubilee/Working-from-home (wfh subject to change – applicable during times of Covid)  
**Grade:** 6  
**Responsible to:** The School Administrator  
**Responsible for:** CAO Officers, Coordinators, Clerical Assistants

The Business School is seeking to appoint a Senior Quality and Enhancement Officer to manage the quality assurance and enhancement processes relating to taught courses within the school’s extensive portfolio.

The School has a wide-ranging portfolio of over 40 courses across its five departments of Accounting & Finance, Management, Strategy & Marketing, Economics and SPRU (Science Policy Research Unit) and also has a comprehensive Online-Distance-Learning (ODL) programme. The School also runs courses involving placements and study abroad options and at Postgraduate level has both generalist and specialist MSc’s. For the 20/21 academic year the School is also developing a subset of courses to run in January which the role will be key in supporting.

The Senior Quality and Enhancement Officer works closely with the Director of Teaching and Learning (DTL) and Associate Dean for Education and Students to develop and deliver the School's *Learn to Transform* section of the Sussex 2025 strategy.

Quality enhancement will be delivered by the sharing of best practice as part of the quality assurance processes which will be disseminated across the School. The SQEO will work with the DTL, Associate Dean and the Technology Enhanced Learning team to support academics to introduce technology enabled enhancements to their teaching and the School’s overall delivery of the curriculum.

The Senior Quality and Enhancement Officer is also responsible for the quality assurance of the curriculum and its ongoing development and improvement, via the annual review process. The quality aspects relate to compliance with both University policy and regulations as well as the QAA, UKVI, OFS and Data Protection and performs a vital function with regards to maintaining our obligations. The role is strategically placed to have impact on and support academic staff with key decisions regarding delivery & development of the curriculum.

The Senior Quality and Enhancement Officer will work with the DTL and Associate Dean on the analysis of NSS data and progression and degree award results and outcomes data. They directly line manage the Curriculum and Assessment team through which a large majority of their work and impact are delivered and work closely with the Student Experience team to enhance outputs regarding improving the quality of the student experience.
We are seeking a creative, enthusiastic and well-organised administrator, who is a good team member, with proven project management skills. The ability to take a lead, manage projects and staff, and work effectively under pressure, will be essential. The School aims to continuously review and improve its use and application of new technologies that lead to process improvements and efficiencies of service and the applicant should be comfortable with adopting new ways of working.

The successful candidate will have an aptitude for detailed work, problem solving and self-management. Knowledge of HE policy and regulations is desirable.

4. **Person Specification**

**Key Responsibilities:**

1. **Quality Enhancement**

   1.1 Ensure that quality enhancement is a key element of all quality assurance processes and that appropriate consideration is given to quality enhancement during all quality assurance processes.

   1.2 Ensure that the identification of good practice is embedded within the quality assurance processes and that these are disseminated across the School

   1.3 Support the DTL & Associate Dean in the development of the Teaching and Learning Strategy, by providing input from the quality assurance and quality enhancement processes, as well as researching developments externally.

   1.4 Support the DTL & Associate Dean by identifying enhancements via technology, training and exchanges and liaising with TEL

2. **Quality Assurance**

   2.1 Ensure the alignment of the School’s Courses with the School’s Strategic objectives.

   2.2 Support the DTL & Associate Dean in the preparation of annual course review, School Periodic Review and the School Progression and Award Boards providing an efficient service-oriented approach.

   2.3 Demonstrate a high degree of data literacy, taking responsibility for the quality of management information systems relating to curriculum, student assessment and feedback and degree outcomes and to be able to generate reporting with a high standard of accuracy and clarity.

   2.4 Ensure External Examiner reports are considered and responded to and that good practice is disseminated and appropriate action plans developed as required.

   2.5 Coordinate the School’s accreditation and validation by Professional, Statutory and Regulatory Bodies (PSRBs) by providing expert guidance to applicants and senior management on applications: managing the ongoing relationships and ensuring School quality and enhancement activity complies with the external commitments, this would include some coordination with the
Accreditation Office with oversight of EQUIS and AACSB.

2.6 Ensure information on the School website is accurate with respect to curriculum related policy, procedures, advice and guidance.

2.7 Build relationships and networks with the Student Systems Office and Academic Development and Quality Enhancement Office to ensure that the School is compliant with regulations and is following due process.

3 Curriculum Development, Approval and Accreditation

3.1 Manage the effective operation of the School’s course and module curriculum development and approval process in relation to compliance with internal and external policies and accreditations.

3.2 Liaise with ADQE on curriculum policy and procedures and to advise STLC as and when appropriate.

3.2 Provide guidance to academic staff involved in course and module development and review.

3.3 Ensure that curriculum development is implemented accurately and swiftly, maintaining a high standard of service to the School and assuring the high quality of the School’s published curriculum information.

3.4 Provide advice, support and guidance to academic colleagues in professional body accreditations.

3.5 Support the DTL and the Associate Dean in identifying new opportunities for curriculum development and partnerships.

4 Academic Misconduct, Appeals and Complaints

4.1 Provide support, advice and guidance through the academic misconduct process within the School.

4.2 Provide support to the Investigating Officer.

4.3 Provide support, advice and guidance to staff and students for students considering academic appeals.

4.4 Tracking the academic appeals for reporting to Exam Boards.

4.5 Provide support, advice and guidance to staff and students on the procedures for considering student complaints.

4.6 Tracking and monitoring student complaints.

5 Committees

5.1 Manage the servicing and support of Committees and Exam Boards, including scheduling, production and circulating of papers, minute taking and monitoring completion of agreed actions which would include:

- School Education and Students Committee
- Module Assurance Boards
- Progression and Award Boards

6 Line Management

6.1 Coordinate the work of the administrative and clerical staff within the
Curriculum and Assessment Team

6.2 Line manage the Curriculum and Assessment Officers with potential to line manage the Student Experience Officer

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

**Person Specification**

**SKILLS / ABILITIES**

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<th>Essential</th>
<th>Desirable</th>
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<td>Ability to deal effectively and to communicate well orally with the ability to convey information requiring careful explanation or interpretation to enable others to understand</td>
<td>x</td>
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<td>Ability to write to a very high standard of accuracy and attention to detail in editing and checking</td>
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<td>Ability to act with authority, and credibility in negotiations with senior colleagues, requiring diplomacy and persuasiveness</td>
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<td>Ability to make decisions, both independently and in consultation with colleagues and to be able to defend those decisions when questioned.</td>
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<td>Ability to take the initiative and be pro-active, particularly in relation to problem solving where established processes do not provide a resolution.</td>
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<td>Excellent organisational and planning skills, with ability to manage own work effectively, set priorities and work to strict deadlines while remaining calm under pressure</td>
<td>x</td>
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<td>Good technological skills including spreadsheets and databases and open to adopting new technologies and ways of working</td>
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<td>Highly numerate and able to analyse complex data and produce appropriate summaries for a variety of audiences</td>
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<td>Ability to plan own workload</td>
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<td>Ability to demonstrate an appreciation of the importance of compliance and internal quality regulations and external accreditation and regulatory bodies</td>
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**KNOWLEDGE**

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Educated to degree level or equivalent</td>
<td>x</td>
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<tr>
<td>Knowledge of project management techniques</td>
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<td>Knowledge of working in HE environment</td>
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<tr>
<td>Knowledge of course and module structures, examination board and assessment methods</td>
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<td>Knowledge of administrative processes and academic issues associated with accreditation</td>
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**EXPERIENCE**

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<tr>
<th>Experience</th>
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<th>Desirable</th>
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<tr>
<td>Experience of managing complex and multiple projects</td>
<td>x</td>
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<td>Experience of designing, providing and improving systems and business processes within an HE environment</td>
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<td>Experience of supervising or line managing staff</td>
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<td>Experience of handling complex student cases such as appeals, complaints and misconduct in an accurate, sensitive and confidential manner</td>
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<td>Experience of supporting and servicing meetings</td>
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<tr>
<td>Experience of curriculum development and/or quality management and enhancement in an HE environment</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

| Commitment to providing high levels of service to students and staff | x | |
| Commitment to team working | x | |
| Commitment to staff development | | x |
| Proactive: willing to take the initiative, responsive to urgent deadlines requiring flexibility | x |