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| **Job description – April 2025** | |
| **Job Title** | **Head of Faculty and Quality Office** |
| **Reporting Line** | * Academic Director (Quality and Student Experience) |
| **Responsible to** | * Academic Director (Quality and Student Experience) * Academic Director (Education) * Director of Studies Office * Head of Schools |
| **Responsible for** | * Faculty Officers / Quality Officers |
| **Key Contacts** | * iCentre * Learning Resources Team * Director of Studies Office * Academic Director (Education) * Head / Deputy Head of Schools * UCLan Schools * UCLan Internal and External Moderators |
| **Overall Job Purpose** | * Operational management of the Faculty and Quality Office, overseeing the smooth operations of the assessment process, including Turnitin and results processing * Line management, appraisal and staff development of Faculty Office team members * In conjunction with the Academic Director (Quality and Student Experience), develops, train and provide continuous guidance to Faculty and Quality Officers * To ensure that the student records are accurate, up to date and reconciled. * To ensure that the Faculty and Quality Office meets Office for Students (OfS) requirements on the timeliness, accuracy and accessibility of information on the nature of the student learning experience * To ensure all assessment briefs and moderation documentation are stored in a centralised repository for internal and external inspection * To participate in various internally or externally held committees * Advise Academic Director (Quality and Student Experience) and Director of Studies regarding key quality, curriculum and complex student matters * Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, and security of information as appropriate. Take personal responsibility for all personal data within own working environment |
| **Key Responsibilities** | * In conjunction with the Academic Director (Quality and Student Experience), ensure appropriate structures, policies and procedures are in place to implement UCLan London’s obligations to internal and external stakeholders * Support the Academic Director (Quality and Student Experience) in preparation of Academic Board reports and ensures that issues with institution-wide significance are raised at the meeting * Responsible for the management of student assessments, individual student academic records * In collaboration with the Director of Studies Office, ensure all formal student procedures (including change of programmes, interruption to study, withdrawals, progression and awards) are logged. * Lead and manage the Faculty and Quality Officers, so the team is equipped to give appropriate advice * Performance metrics production (ie: collating performance data and disseminating to relevant colleagues and committees such as the Academic Board) * Maintains an overview of external examiner appointments, monitors when external examiners’ tenures are due to expire and assist the Academic Director (Quality and Student Experience) in seeking replacements * Receives copies of all external examiner reports, monitor their receipts. * In conjunction with the Director of Studies Office, advise on KPIs including student continuation, completion, progression and achievement * Any other duties temporarily or on a continuing basis, as reasonably be required by the management |
| **KPIs** | * Quality concerns raised * Deadlines and metrics |
| **Knowledge/Skills** | * Exceptional attention to detail and a desire to ensure that all records are accurate. * Excellent knowledge of administrative procedures and practices * Excellent organisational skills. * Strong computer literacy. * Ability to be responsive and make decisions while under pressure in fast moving environment * Excellent written and verbal communication skills. |
| **Attributes** | * Ability to effectively manage Faculty and Quality Team and delegate appropriately to meet deadlines and key performance indicators * Ensuring positive and co-operative relationships with internal and external stakeholders * Tenacity to ensure that issues are dealt with through to conclusion. * Ability to work with tact, diplomacy and discretion, particularly when dealing with sensitive or confidential matters |
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This is a description of the job as it is presented constituted. It is a normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed with consultation with the post holder. Job descriptions cannot be exhaustive and so the post holder will carry out other duties commensurate with the purpose of the job.

**PERSON SPECIFICATION**

**Job Title:** Head of Faculty and Quality Office **Date:** April 2025

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| **Selection Criteria** | **Essential (E) or Desirable (D)** |
| **Qualifications:**  Educated to degree level standard (or equivalent qualification) or equivalent work experience | **E** |
| **Experience:**  Significant administrative experience within HE (with other Higher Educational Institutions (HEIs)) or similar environment  Significant experience in developing, implementing and reviewing internal policies relating to Faculty and Quality enhancement  Experience of working effectively with partner institutions/Higher Educational Institutions (HEI) | **E**  **E**  **E** |
| **Skills and Knowledge:**  Effective administration skills, with the ability to organise own workload in order to meet tight deadlines  Effective communication skills, both oral and written, with the ability to collate and present information to others  Proven ability to work effectively with key stakeholders, including senior leadership team, academic staff, professional staff and students  Proven analytical and problem-solving skills; including the ability to research, evaluate and present complex management data  Competent in a range of IT software, including Word and Excel  Knowledge and understanding of UK quality provisions and Office for Students (OfS) expectations | **E**  **E**  **E**  **E**  **E**  **D** |
| **Competencies and Personal Attributes:**  Ability to command the respect of the Faculty and Quality Team, colleagues, with a professional approach to work  An effective leader and manager  A demonstrable commitment to providing a customer-oriented service and enhancing the overall quality and student experience  Proactive and able to use initiative to resolve complex issues | **E**  **E**  **E**  **E** |
| **Business Requirements:**  Flexible to accommodate occasional evening and weekend working  Ability to work under pressure during certain points of the year | **E**  **E** |
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**Essential Requirements** are those, without which, a candidate would not be able to do the job

**Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements