

Job description - June 2026	
Job Title	Quality Office - Team Leader
Reporting Line	Head of Faculty and Quality Office
Responsible to	- Academic Director (Quality and Student Experience) - Director of Studies Office - Head of Faculty and Quality Office
Responsible for	Quality Officers
Key Contacts	- iCentre - Learning Resources Team - Director of Studies Office - Academic Director (Education) - Head / Deputy Head of Schools - University of Lancashire / UON Schools - University of Lancashire / UON Internal and External Moderators
Overall Job Purpose	- The Quality Office Team Leader is responsible for the day-to-day operational management of the Quality Office Team. The team is responsible for effective operation of academic processes through collaboration with stakeholders, maintaining high standards of service for academic staff and external examiners. It provides accurate and up-to-date student record management, supports academic moderation activities, and ensures secure and efficient record-keeping across the Faculty. - This role acts as the key link between Quality Officers and the Head of Faculty and Quality Office, ensuring consistency, accuracy, and timeliness in all operational processes, and supporting the Head in the continuous improvement of faculty administrative functions. - To work with members of the wider professional team in order to provide an effective and efficient service to the institution, including providing cover for the Faculty Team and other professional teams when required. - To support course or programme validation processes where required - 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	• Oversee the daily operations of the Quality Office, assessment processes and moderation are delivered to agreed deadlines and standards. • To support (or lead in the absence of Head of Faculty and Quality Office) Module and Course Boards processes and to work with the Head and Academic Director (Quality and Student Experience) to regularly review and redefine the processes ensuring they remain fit for purpose. • Management of examinations, moderation, module boards, grade inputting and communication to students, lead universities, academics and external examiners/moderators. • Leading on and supporting processes for monitoring of course or programme performance. • Coordinate workload allocation across Quality Officers, ensuring balanced distribution and efficient workflow management. • Monitor compliance with policies, procedures, and data protection requirements (including GDPR). • Resolve operational issues escalated by Quality Officers, escalating further where appropriate. • Line manage Quality Officers, provide coaching and guidance to the team, promoting best practice and high standards of service. • Work with the Head of Faculty and Quality Office to implement process improvements, ensuring operational efficiency and enhanced service delivery. • Contribute to the development of procedural guides, checklists, and training materials for Quality Officers. • Monitor team KPIs (e.g., missed deadlines, quality concerns) and implement corrective actions where needed. • Support the Head of Faculty and Quality Office in providing operational updates to senior stakeholders.
KPIs	• Quality concerns raised. • Moderation deadlines met. • Accuracy of grade data/records. • Positive external examiner reports, including administrative queries resolved within agreed timeline.
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 the 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.

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.

June 2026

PERSON SPECIFICATION

Job Title: Quality Office Team Leader

Date: June 2026

Selection Criteria	Essential (E) or Desirable (D)
Qualifications: Educated to degree level standard (or equivalent qualification) or equivalent work experience	E
Experience: Line management or supervisory experience within an HE or similar environment Working within HE quality assurance and enhancement setting Awareness of the expectations of national agencies such as the OfS and QAA Experience of committee work Working with the student information system (or equivalent) Experience of organising and contributing to examination boards	E E D E E D
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 The ability to draft nonstandard documents and reports, or take detailed minutes at meetings Competent in a range of IT software, including Word and Excel Ability to remain calm and professional under pressure and in stressful situations Ability to coach in assisting others to achieve their objectives	E E E E E D
Competencies and Personal Attributes: Ability to command the respect of colleagues, with a professional approach to work An effective team member A demonstrable commitment to providing a customer-oriented service and enhancing the student experience Proactive and able to use initiative	E E E E
Business Requirements: Flexible to accommodate occasional evening and weekend working	E

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