UNIVERSITY OF WOLVERHAMPTON

JOB DESCRIPTION

JOB TITLE	Quality Coordinator – Home Portfolio Performance				
FACULTY/DEPARTMENT	Directorate of Academic Development & Success – Quality, Performance and Impact				
LOCATION	Civic Centre (2nd Floor) | St Peter's Square | Wolverhampton | WV1 1SH				
JOB NUMBER		**GRADE**	UW7	**DATE**	
REPORTS TO	Quality Manager – Portfolio Performance				
DIRECT REPORTS	None				

CONTEXT

Our staff need to be highly experienced, demonstrate an exceptional commitment to customer service and continuous improvement and model the university values and behaviours at all times:

- **Accountable**: We take pride in what we do and how we do it, take responsibility for our actions and operate with transparency and integrity.
- **Resilient**: We have a positive outlook; we are adaptable and recover from setbacks.
- **Inclusive**: We are welcoming, respectful, collegiate and supportive.
- **Ambitious**: We are imaginative, confident, innovative and deliver excellence.

The Directorate of Academic Development and Success (ADS) is responsible for developing, maintaining and implementing institutional frameworks, standards and policies for all aspects of the University's taught portfolio. The Directorate provides support for students and members of staff relating to academic skills development, work-related, online and lifelong learning, and leads on the University's Access and Participation Plan (APP).

As part of ADS, the Quality Team maintains a key focus on ensuring the University maintains a high quality and sustainable educational portfolio, which delivers excellent student outcomes and is aligned to the University curriculum framework. The team also supports cross-institutional activities such as continuous monitoring and improvement (CMI) and curriculum review, as well as enhancing student outcome metrics. The Directorate therefore plays a key role in developing, enhancing and evaluating the impact of the University activities that support the Teaching Excellence Framework (TEF). It will also be an essential component, working in partnership with the academic faculties and Student Journey Directorate, in delivering the University's Student Success Strategy.

The postholder should have experience of working in a quality assurance or enhancement environment and be conversant with higher education quality processes. The role will support the Faculties in implementing University quality assurance policy for the continuous monitoring and compliance of courses and modules to meet University strategic aims in the specific area of on-campus provision.

CONTACTS

Internal:	Deans of Faculties, Curriculum Enhancement, Associate Deans, Heads of School, Heads of Department, Academic and Non-Academic Staff including Registry Teams
External:	Other Universities, External Agencies including the Office for Students, Ofsted, Professional, Statutory & Regulatory Bodies, AdvanceHE.

BUDGETARY RESPONSIBILITY
No budgetary responsibilities.

JOB PURPOSE
To work as a member of the University's Quality Team providing professional coordination and expert support for the Portfolio Performance function, with a particular emphasis on UoWs on-campus provision. The successful applicant will work closely with other members of the wider Academic Development & Success department to ensure and coordinate the risk-based, proportionate application of continuous monitoring and other performance compliance processes, acting as a process expert to academics and professional services staff across all stakeholders. They will provide central expertise and coordination of home portfolio performance activities across the Quality Team. The postholder will actively contribute to the implementation of University quality assurance policy and ensure compliance with the Office for Students (OfS) B Conditions of Registration.

MAIN DUTIES AND RESPONSIBILITIES	
1	Guide and advise academic staff on the ongoing health, performance, and quality assurance of on-campus taught courses and modules, providing professional and expert support to stakeholders and ensuring all taught provision remain up to date, is coherent, and is effectively delivered to drive student success.
2	To work closely with the Curriculum Enhancement Team to coordinate and deliver continuous monitoring, oversight, and quality assurance of home courses and modules, ensuring clarity and provision of quality data across the University's on-campus provision, coordinating home portfolio performance activities across the Quality Team.
3	To perform regular and systematic sampling of assessment briefs and virtual learning environments (Canvas) for on-campus courses and modules, ensuring consistency of student experience and adherence to university standards and educational approaches.
4	To coordinate closely with colleagues with accreditation/PSRB responsibility within the wider team during course and module monitoring processes to ensure developments align to existing accreditation and PSRB requirements.

5	Work alongside Quality Managers, other Quality Coordinators, Registry, and academic staff to ensure the accuracy and timeliness of information relating to course and module structures and content to students and potential applicants.
6	Contribute to the ongoing development of quality policies and processes relating to the continuous monitoring, scrutiny, and compliance of on-campus portfolio provision.
7	Secretarial responsibility for one or more University and/or Faculty-level academic governance committees as appropriate.
8	Take an active role in both internal and external collaborative meetings and events, fostering good relationships between the team and University staff, students and other stakeholders.
9	Attend relevant internal and external events as required by the Quality Manager: Portfolio Performance, and to deputise for the role as and when appropriate.
10	Work flexibly and effectively as a member of the Quality Assurance Team, supporting the breadth of University quality assurance and enhancement functions as part of a multi-functional team, and contributing to key projects and initiatives as required by other Quality Coordinators, Quality Managers, and Associate Director of Quality Assurance.

OTHER FEATURES OF POST
This job description sets out the duties of the post at the time that it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
GENERAL DATA PROTECTION REGULATION (2018)
The role holder will be familiar with the above legislation and will, at all times, be mindful of his/her responsibilities under the above regulation. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.
COMPUTER MISUSE ACT (1990)
The role holder will need to have regard for the provision of the above Act and in particular take such steps as may be necessary to prevent unauthorised access to computer material (Section 1) and the unauthorised modification of computer material (Section 3).

HEALTH & SAFETY
You may be expected to undertake emergency first aid training. You must ensure, as far as is reasonably practicable, that you are familiar with all relevant Health and Safety legislation and recommendations and that these are observed within your areas of responsibility. Attention is drawn to the University's policy statement on Health and Safety at Work, copies

of which have been displayed on noticeboards in the University. Any accident in your area must be entered in the accident book.

034: PERSON SPECIFICATION

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JOB NUMBER		**GRADE**	UW7	**DATE**	
REPORTS TO	Associate Director of Quality Assurance				
DIRECT REPORTS	None				

A : Assessed at Application
I : Assessed at Interview
P : Assessed through presentation/test

ATTRIBUTE	ESSENTIAL	DESIRABLE	A.I.P
Standard of general education	Educated to degree level or equivalent experience.	Demonstrable commitment to professional development.	A
Professional qualifications	Demonstrable experience in regulatory compliance and quality assurance.		AI

General skills/experience	Experience in academic quality assurance and enhancement within a higher education or auditing environment. Understanding of academic frameworks and curriculum structures.	Experience contributing to Course and module performance activities.	AI
Specific knowledge and skills	Knowledge of OfS B Conditions and their application to the monitoring and performance of academic provision. Knowledge of quality assurance processes in a higher education or auditing setting. Experience of actively engaging in academic committees and representing peers and colleagues. Experience of committee servicing and representation in an education or auditing context.	Knowledge of Competition and Markets Authority guidance. Experience of curriculum management systems.	
Personal attributes required for effective performance in role	Excellent interpersonal and communication skills with a positive and proactive approach to problem resolution, and the ability to establish effective working relationships with a range of stakeholders.	Adaptable and resilient in a dynamic regulatory environment.	

	Excellent organisational and planning skills, with the ability to work effectively to tight deadlines. High level of integrity, accountability, and attention to detail.		
Other	Commitment to equality, diversity, and inclusion in academic quality assurance.	Understanding of the role of quality assurance in enhancing student success and institutional reputation.	