



## Job Description

*This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. The postholder should be consulted over any proposed changes to this job description before implementation.*

**Job title:** Collaborations and Quality Assurance Coordinator

**Grade:** NG4

**Reports to:** Assistant Registrar, Quality and Standards

### Purpose:

The post holder will work across teams responsible for supporting and overseeing the University's Quality Assurance arrangements for Higher Education provision delivered both in the UK and with partner organisations which form part of the University's collaborative arrangements.

The post holder will develop and maintain records and information and play a key part in ongoing quality assurance activity, including supporting colleagues by providing advice and guidance on quality assurance processes for UK and collaborative provision. The post holder will work closely with colleagues across other Professional Services departments and across Colleges.

### Principal Accountabilities:

- 1** To manage and maintain records, systems and databases related to the University's collaborative partnerships and quality assurance processes, including contributing to the maintenance and accuracy of course and module records on the Student Record System.
- 2** To maintain intranet pages which act as a point of reference for University staff to support their understanding of governance, quality assurance processes, collaborative partnership approval and renewals.
- 3** To work with the team to ensure published quality and standards documents, including templates and guidance, meet Digital Accessibility requirements.
- 4** To monitor email correspondence in the team's shared mailbox and provide timely advice to academic colleagues in partner institutions, Colleges and Professional Services on team processes, directing queries on as required.

- 5 To collate relevant information and draft documents required for reports and papers (such as due diligence on new partners and annual monitoring reports).
- 6 To work with the Secretary of University Committees, sub-committees and working groups to coordinate agendas and papers and take minutes as required.
- 7 To provide support to the Secretary of University Validation and Re-validation Panels by coordinating meetings, liaising with partner institutions, panel members and External Advisers and, where necessary, Professional, Statutory and Regulatory Bodies, and taking notes during the Validation or Re-validation event.
- 8 To support the Quality and Standards Office with general administrative duties including but not exclusively: the processing of expense and fee claims; organising catering; booking rooms; providing support with online meetings; booking accommodation; raising requisitions on Agresso.
- 9 To support the Deputy Registrar, Quality and Standards and Assistant Registrar, Quality and Standards with diary management when required, including organisation of meetings, collation of papers and taking minutes.
- 10 To actively demonstrate a collegiate style of working across the office, encouraging partnership working with partner institutions, Colleges, other Professional Services departments and students.
- 11 To undertake other duties as appropriate, as required by the Deputy Registrar Quality and Standards, Assistant Registrar Quality and Standards, the Collaborations Manager and the Quality Assurance Manager.

**Context:**

The Quality and Standards Office leads the development of the University's Quality Assurance Framework and the Academic Regulations and associated policies and strategies on behalf of Academic Council for taught course and research provision including that delivered by partner institutions on behalf of the University.

The University of Westminster has an established Quality Assurance Framework which is regularly reviewed and updated to ensure that it is fit for purpose to meet the needs of the University and the expectations of external professional statutory, regulatory and auditing bodies. The implementation of the QA Framework is supported by the Quality and Standards Office working with key academic and professional support staff in the Colleges and other Professional Services departments to safeguard the quality and academic standards of the University's awards and deliver quality enhancements to the experience of all students on University of Westminster awards.

Collaborative Provision is an area of the University's activity that is considered to carry the potential for significant reputational risk to the University, and more broadly to the UK higher education sector as a whole when working with overseas partners. Robust quality assurance procedures to underpin the approval and delivery of the University's collaborative provision are therefore crucial to the assurance of the safeguarding of the University's academic standards and reputation.

The office works closely with academic staff in Colleges and with Professional Support Staff to ensure that there is understanding of the requirements of the

University's quality assurance and regulatory framework and that there is an effective engagement and consistent implementation of the framework and the academic regulations.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

**Dimensions:**

- The post holder is expected to travel between University sites and may be asked to visit partner institutions, including overseas;
- The post has no budgetary responsibility;
- The post has no line management responsibility;
- At certain busy times of the year (for example during enrolment, examination, assessment, graduation and course modification periods), it may be necessary for Academic Registrar's Department (ARD) staff to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD staff may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the post holder's job description.

**Key Relationships**

Deputy Vice Chancellor  
Pro-Vice Chancellors  
Heads of Colleges  
Heads of Schools  
Associate Heads of Colleges  
Partnerships Team  
Collaborations Team  
Quality Assurance Team  
Student Record Systems Team  
Heads of Campus Registry Services  
Heads of Registry Operations  
College Academic Administration Officers

## PERSON SPECIFICATION –Collaborations and Quality Assurance Coordinator

### Qualifications

Essential	Desirable
A degree, or proven experience of information research, analytical and interpretative skills	

### Experience

Essential	Desirable
<p>Experience of administration in Higher Education or similar environment</p> <p>Working within established administrative procedures, published policies and regulations</p> <p>Experience of providing advice, support and services to a wide range of customers</p> <p>Experience of data analysis and report writing</p> <p>Working knowledge and understanding of issues related to quality assurance and/or collaborative provision</p> <p>Working knowledge of the UK Quality Code for Higher Education</p>	<p>Experience as a Committee and/or Validation and Re-validation Panel Secretary</p> <p>Working in a large and complex organisation</p>

### Skills/Abilities

Essential	Desirable
<p>The ability to work independently and as part of a team and flexibility to adapt in a changing environment</p> <p>Excellent communication skills, both orally and in writing</p> <p>A professional approach to work with excellent interpersonal skills</p> <p>The ability to express complex issues in a manner which is clear and concise</p> <p>Attention to detail and accuracy</p> <p>The ability to prioritise work to meet deadlines and work well under pressure</p> <p>Highly IT literate with excellent MS office skills</p>	<p>Experience of preparing and publishing digital content (such as web editing)</p> <p>Knowledge and experience of Student Records Systems</p> <p>Knowledge and experience of a Finance/ HR management system, such as Agresso</p> <p>Knowledge and experience of SharePoint</p> <p>Knowledge and experience of Digital Accessibility requirements</p>

## Collaborations & Quality Assurance Coordinator

An understanding of, and commitment to, equal opportunities.	
Personal Attributes	
Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.	