

CANDIDATE PACK

Quality Assurance Officer

Academic Registrars Department

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, [Being Westminster](#), sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Quality Assurance Officer

Reports to: Quality Assurance Manager

Department: Academic Registrars Department

Grade: NG5

ROLE PURPOSE

The post holder is responsible, as part of a team of Officers, for the provision of professional and specialist support to a College on all matters relating to the University's Quality Assurance Framework, with regard to taught provision, and as such is the primary link between the Quality and Standards department and the Colleges on matters of quality assurance. This will include supporting the Colleges in the development of course validation and re-validation documentation, advice on regulatory issues relating to curriculum and assessment design and delivery, and guidance on the implementation of learning, teaching and assessment policies.

The post holder will also be required to support and service one or more of the University's academic committees.

PRINCIPAL ACCOUNTABILITIES

- To provide on-going specialist advice and guidance to key contacts in Colleges on the consistent and effective operation of the University's Quality Assurance Framework, complex regulatory queries and a broad range of learning and teaching issues and proactively support academic staff to develop documentation for validation and re-validation.
- To act as the key liaison point between the Quality and Standards Office and a designated College, working closely with colleagues in Registries and academic colleagues to ensure a broad understanding of the University's Quality Assurance Framework and issues related to academic governance.
- To undertake the Secretariat role for designated University level committees, Sub-Committees and task and finish groups as required, working closely with the Chair in the formulation of agendas and preparation of supporting papers, drafting minutes, initiating follow-up action and communicating the workings of the committee to the wider University community.
- To work across the Quality and Standards Office seeking advice from other colleagues and referring Colleges to specialist teams, where appropriate.
- To act as Secretary to University Re-validation Panels, which act with delegated authority from Academic Council, to include co-ordination and participation in meetings, liaison with External Subject Specialist



advisers and, where necessary, with Professional, Statutory and Regulatory Bodies, providing a definitive report of the Panel meeting(s) and initiating follow-up action.

- To support Colleges in the development of documentation for Course Validation, Re-validation and modifications, ensuring that the requirements of external and university regulatory frameworks and policies are met.
- To contribute to the maintenance and accuracy of course and module records on the Student Record System following completion of formal course and module approval processes and acting as point of contact for this information to other stakeholders.
- To read, monitor, interpret and audit the metrics, external examiner reports and the responses to them for their designated Colleges and provide guidance to Colleges which will inform the annual monitoring process and the annual reports from the Quality and Standards Office to the Teaching Committee and ultimately to Academic Council.
- To develop and lead briefings for academic and professional support staff and students on aspects of the Quality Assurance Framework.
- To contribute to the development of the Quality and Standards Office through active participation in continuous professional development and external networks to maintain knowledge and awareness of external benchmarks and good practice elsewhere.
- To actively demonstrate a collegiate style of working across the Office, encouraging partnership working with Faculties, other Professional Service departments and students
- To undertake any other such duties within the competence of the post holder as may be assigned by the Quality Assurance Manager, the Deputy Registrar, Quality and Standards or the Assistant Registrar, Quality and Standards.

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 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 Faculties and other Corporate Service 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.

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 on a regular basis

The post-holder will be required to engage in occasional national and international travel as and when required.

The post-holder will be Committee Secretary and may be expected to represent the Deputy Registrar, Quality and Standards on the membership of College Committees.

The post-holder holds no budgetary responsibilities

At certain busy times of the year (for example during enrolment, examination, assessment, graduation and course modification periods), it may be necessary for 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 role holder's job description.

KEY RELATIONSHIPS

- Heads of College Heads of Schools
- Associate Heads of Colleges Course and Module Leaders
- Chairs of University Committees and Working Groups
Campus Registry Managers
- Heads of Registry Operations
- College Academic Administration Officers College
Committee Secretaries
- Course Team members in partner institutions



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- A good honours degree or demonstrable equivalent information research, analytical and interpretative ability.

Desirable

- Membership of the AUA or other relevant professional body

TRAINING AND EXPERIENCE

Essential

- A track record in academic administration in Higher Education
- Knowledge and understanding of current issues in the UK HE sector
- Knowledge of the UK external quality frameworks
- Experience of implementing quality assurance and enhancement procedures at an institutional and local level
- Understanding of the need for consistency in implementation of policy and procedure across the University
- Experience of providing detailed advice on Academic Regulations
- Experience as a Committee Secretary

Desirable

- Experience as a panel secretary for validation or course review activities
- Familiarity with modular credit accumulation and transfer schemes

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Excellent communication and interpersonal skills
- The ability to articulate complex issues in a manner which is clear and concise.
- The ability to draft policy, administrative procedures, regulations and published guidance
- Attention to detail and the ability to organise a heavy workload, identify priorities, meet deadlines and work well under time constraints and other pressures
- Good problem-solving skills
- Competence in standard office IT applications
- Political sensitivity, tact and diplomacy
- Integrity, impartiality and a balanced approach to complex issues
- The ability to work independently and as part of a team
- The flexibility to adapt in an ever changing sector
- 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.



Desirable

- Experience of data entry onto a Student Record System
- Knowledge of academic regularity frameworks
- Competence in web editing and provision of web materials



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 26th April, 2026.

Interviews will take place on 7th May, 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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