



Job title	Information and Enhancement Coordinator
Band	3
Group	Scotland, Wales and Northern Ireland (SWNI)
Responsible to	Office and Events Manager

Organisational context

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. QAA is the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements and the Frameworks for Higher Education Qualifications. Throughout the UK, we are the trusted partner of governments and funding bodies. In Scotland, Wales and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists, and students and learners alike.

The Information and Enhancement Coordinator role within QAA's Scotland, Wales and Northern Ireland team contributes directly to the delivery of the Agency's purpose.

Role summary

To ensure effective administrative support is provided as a member of the Admin, Resource and Communications team. Supporting Scotland, Wales and Northern Ireland colleagues with delivery of communications about review and enhancement activity externally - with stakeholders including reviewers and colleagues across the sector - and internally across QAA. Supporting with the admin delivery of reviews, enhancement and other related activities.

Main duties and responsibilities

- Day-to-day administrative duties, ensuring delivery workload expectations are met including responding to queries, managing mailbox folder, servicing committees (including minute taking), liaising with colleagues, reviewing budget spreadsheets, organising and supporting events, as well as organising and booking travel and accommodation.
- Act as main contact for Reviewers from first point of contact, through to induction and completion of review.
- Support the organisation of projects and events - including enhancement activities and events, continuing professional development events for reviewers, review-related meetings, and other sector events.

- Organise the evaluation of reviews, events and activities; gathering and examining feedback and producing reports.
- Support sector groups and networks, such as the Teaching Quality Forum, by organising meetings, supporting the convener, helping to produce papers, taking minutes, following up on actions, members queries and information exchange.
- Undertake data analysis to meet internal and external stakeholder requirements - for example, tracking outcomes, equality and diversity monitoring in the reviewer pool.
- Develop team work plans for review, engagement and enhancement, ensuring the effective scheduling of activities across all designated methods (that is, those covering Scotland, Wales, Northern Ireland and transnational education (TNE)).
- Support manager with securing support from colleagues to achieve the work plan on schedule across a range of areas including: event management, communication of review outcomes, enhancement/Enhancement Theme outputs, and the production and dissemination of publications/resources.
- Schedule programme of annual discussions and other liaisons with institutions, and prepare materials for colleagues in advance of institutional visits.
- Support wider SWNI team with media engagement when required.

Key contacts

- Colleagues at all levels, both internal and external to QAA.
- Reviewers, institutional contacts (including senior managers), institutions' representative bodies, funding bodies, student representative and development bodies, and others in the university and college sectors.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	<ul style="list-style-type: none"> • Administration, in a fast-paced environment • Communicating with a range of stakeholders using different media • Supporting and organising events • Scheduling work and managing deadlines • Researching and preparing factual reports for internal and external audiences <p>Desirable</p> <ul style="list-style-type: none"> • Working within higher education in Scotland, Wales or Northern Ireland 	<p>A, I A, I</p> <p>A, I A, I, E I</p> <p>A, I</p>
Knowledge, skills and abilities	<ul style="list-style-type: none"> • Sensitivity and understanding of working in a customer and service-focused environment • Ability to manage own work in a structured and methodical way • Ability to plan and deliver tasks, both as part of a team and independently • Ability to use initiative and to analyse and solve problems • Excellent organisational, events and management skills • Excellent written and oral communication skills, including presentation skills • Proficient in Microsoft Office • Ability to work effectively with external groups • Ability to work to tight deadlines, prioritising where necessary and maintaining accuracy 	<p>A, I A, I A, I, E A, I A, I A, I, E A, I, E A, I A, I</p>
Behaviours	<ul style="list-style-type: none"> • A willingness to work flexibly with a flexible, 'can-do approach' • Show initiative where necessary to meet the needs of QAA • Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence • Ensure the image of QAA is represented in a positive, helpful and professional manner • Highly motivated and able to work under pressure • Confident and self-motivated • Critical reflection and continuous improvement • Ability to demonstrate, understand and apply our workplace values 	<p>I I I I I I I I</p>
Location	<p>Opportunity to work from home, with a current requirement to be based out of our Glasgow office approximately once a week depending on need and cover requirements Other national travel may be required.</p>	

*A: Application; I: Interview; E: Exercise

Date: June 2023