



Job Title	Quality and Enhancement Specialist
Band	5
Group	Scotland, Wales and Northern Ireland
Responsible to	Quality Enhancement Manager
Responsible for	N/A

### **Organisational context**

QAA is the UK's independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher 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. QAA provides services through membership to benefit universities and colleges throughout the UK and to support their operation globally. We work closely with the governments in Scotland, Wales and Northern Ireland, and until March 2023 have a discrete role providing assessment functions for the Office for Students as the designated quality body in England. The Quality and Enhancement Specialist role within QAA's Scotland, Wales and Northern Ireland team is critical to delivery of the Agency's vision and refreshed membership offer.

### **Role summary**

Deliver programmes of activity linked to enhancement, development, engagement and review work streams, working as part of a team and taking lead responsibility for designated projects.

### **Main duties and responsibilities**

- Lead, manage or support designated projects as a member of a team.
  - Act as project manager when project lead and ensuring that all agreed deliverables are produced to budget, deadline and standard.
  - Devise and deliver programmes of enhancement activity within and across Scotland, Wales and Northern Ireland or the wider UK as required.
  - Develop and support student engagement and involvement in both our review and enhancement activities.
  - Analyse and effectively disseminate outcomes of our work.

- Effectively present our work through a wide variety of media.
- Coordinate and maintain effective liaison, networking and relationships with stakeholders, organisational partners, business and industry representatives, and political and public interest groups.
- Help devise stimulating programmes of enhancement activity that help drive change or are in response to development needs as identified through the analysis of review outcomes or by sector groups.
- Produce a range of written and visual resources for a range of media that are clear, concise, engaging and well fitted to the intended audience.
- Analyse review outcomes and other sources of evidence to identify sector learning, development, examples of good practice, and trends.
- Work constructively as part of teams, sharing information and intelligence to support the wider work of QAA in developing its products and services to meet sector and client needs.
- Provide leadership and support for individual reviews and linked activities on an occasional basis.
  - Lead and support the review process from beginning to end.
  - Support the provider's understanding of, and preparations for, the review.
  - Manage the review team throughout the process, ensuring they are fully apprised of their roles and responsibilities.
  - Promote the engagement of the provider's students in the review.
  - Accompany the review team on review visits to the provider, ensuring that the review is conducted according to the published method and QAA's values.
  - Ensure that reviewers' findings are substantiated by the evidence and consistent with the published method.
  - Produce, oversee or support the production of a review report.
  - Conduct or support annual discussions and engagement with the provider.
  - Lead or support follow-up activity (including, for example, any follow-on report, the provider's response to the findings of the review and implementation of resulting actions, involvement in any follow-up events or discussions).
  - Help review, evaluate and revise review methods and other programmes of work.
  - Support reviewer training and development.

### **Key contacts**

- Colleagues at all levels, both internal and external to QAA.

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
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in higher education, quality assurance and enhancement</li> <li>Experience of managing projects and other core activities to an agreed specification.</li> </ul>	A, I A, I
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>Bachelor's honours degree or equivalent experience</li> </ul>	A
<b>Knowledge, skills and abilities</b>	<ul style="list-style-type: none"> <li>Sensitivity and understanding of working in a customer and service focussed environment</li> <li>Ability to manage own work in a structured and methodical way</li> <li>A good understanding of the challenges facing higher education across the UK, especially in Scotland, Northern Ireland or Wales</li> <li>A good understanding of the issues involved in major areas of teaching and learning in higher education</li> <li>Thorough understanding of the content, role and practical application of the baseline regulatory requirements for quality in UK higher education</li> <li>Excellent written and verbal communication skills, including presentation skills.</li> <li>Excellent interpersonal skills with an ability to develop and maintain strong, effective working relationships.</li> <li>Excellent organisation skills with a track record in meeting deadlines and managing a complex workload</li> <li>Excellent project management skills</li> <li>Strong analytical skills with the ability to assimilate, analyse and evaluate large quantities of information from various sources.</li> <li>Sound judgement and effective decision making.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Ability to speak and read Welsh</li> <li>Awareness of higher education matters internationally</li> </ul>	A, I A, I A, I A, I, E A, I A, I, E A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A A
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>A willingness to work flexibly with a flexible, "can-do approach"</li> <li>Show initiative where necessary to meet the needs of QAA</li> <li>Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence</li> <li>To ensure the image of QAA is represented in a positive, helpful and professional manner</li> <li>Highly motivated and able to work under pressure</li> <li>Confident and self-motivated</li> <li>Critical reflection and continuous improvement</li> <li>Ability to demonstrate, understanding and apply our workplace values.</li> </ul>	
<b>Location</b>	QAA has offices in Glasgow and Gloucester, however, the location for this role is flexible. It may include travel to our offices.	

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

Date: September 2022