



<b>Job title</b>	Quality Specialist - QAA Global
<b>Band</b>	5
<b>Group</b>	International and Professional Services
<b>Responsible to</b>	Head of Accreditation and Consultancy - QAA Global
<b>Responsible for</b>	N/A

## 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 Quality Specialist (Accreditation and Reviews Lead) within QAA's International and Professional Services team is critical to delivery of the Agency's vision, membership offer, and UK and international consultancy provision.

## Role summary

To contribute to the development, delivery and management of QAA's accreditation, review and international functions in line with QAA's strategy. To promote the work of the Agency and liaise closely with relevant stakeholders and organisations to build trust and partnerships across higher education systems. To increase the role, influence and standing of QAA on the global stage and to secure new strategic and commercial opportunities. This position plays an active role in the delivery of QAA's accreditation and international services (including International Quality Review, International Programme Accreditation, Bespoke Review and system-level international projects), working with the Head of Accreditation and Consultancy and other Quality Specialists to develop and deliver the UK and international project portfolio.

## Main duties and responsibilities

- Work with other Quality Specialists within QAA Global and the wider International and Professional Services team to contribute to the successful delivery of QAA's engagement and activities in the UK and internationally.
- Help deliver QAA's overseas programmes of work, International Quality Review, International Programme Accreditation and broader commercial partnership engagement internationally to ensure delivery against contracts and QAA's international strategy, reporting to the Head of Accreditation and Consultancy on objectives and performance targets.
- In line with QAA's strategy, contribute to the active engagement of QAA in target regions and countries internationally, promoting QAA's work in those countries with relevant governments and agencies, increasing the role and standing of QAA and helping to ensure that new business opportunities are realised.
- Work with colleagues on the development, promotion and sales of products and services as a result of international engagement.
- Work with colleagues across QAA to ensure that QAA's international engagement activity fully supports, and is responsive to, QAA's work and interests within the UK and internationally, and adds to the reputation of UK higher education.
- Provide support, guidance and expert advice to the Head of Accreditation and Consultancy and the Director, International and Professional Services on QAA's international engagement activities.
- Represent QAA and the interests of QAA in relevant networks and partnerships.
- Manage specific enquiries, projects and activities, including the coordination of external consultants or partners.
- Contribute to planning, coordination, development, promotion, sales and delivery of accreditation, review and UK and international services, including the management of associated contracts and delivery of individual activities for customers.
- Contribute to the development, approval, implementation, maintenance and evaluation of accreditation, review and UK and international services, ensuring that the activities are deliverable with appropriate resources.
- Lead on the production of any published documentation required for the delivery of activities.
- Ensure reviewers and external experts involved in activities are suitably prepared to undertake their work, understanding their role and responsibilities, and providing support as appropriate.
- Implement effective administrative support for accreditation and review activities.
- Organise and conduct briefings with customers and prospective customers.
- Lead and contribute to projects, ensuring effective delivery for stakeholders, to schedule and within agreed budgets.
- Work with the Business Development team to contribute to the development of products and services resulting from UK and international engagement, and, once established, take responsibility for embedding into business as usual.
- Work with the International Membership, TNE and Partnership team to support and inform the work of colleagues developing QAA's international membership offer and

transnational education (TNE) review; contribute to the development of new, and management of existing, international partnerships.

- Deliver content and be a point of contact for enquiries on accreditation, review and UK and international services.
- Monitor the progress of individual activities, ensuring they are carried out on time and according to the published method, providing support and resolving issues as appropriate.
- Develop and promote products/services and contribute to delivery.
- Report on individual and collective activities internally.
- Develop and maintain a sound understanding of the context in which QAA's work is performed, including a detailed knowledge of QAA policy, practice and current activities.
- Be available to undertake frequent international travel (up to 25% of the time away at a time, possibly more during peak periods), for the purposes of delivering QAA services and representing QAA at international events; the time spent travelling and overseas is usually no longer than two weeks.
- Take responsibility for undertaking the required travel preparation including visa, transport and accommodation, and health and safety as advised by QAA. Travel can be to any country or territory as required by QAA business, and always in compliance with QAA's risk assessment.

## Key contacts

- Colleagues at all levels, both internal and external to QAA.
- Senior contacts at a wide range of organisations within the UK, across Europe and internationally, and specifically key international quality assurance agencies, relevant UK government departments and devolved administrations.
- Customers and clients of accreditation, review, consultancy and international services.
- Reviewers and external experts.

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 of dealing with international clients and managing international activities, ideally within a higher education environment.</li> <li>• Experience of assuring academic standards and quality in a senior capacity.</li> <li>• Experience of successfully implementing strategy and policy in an international context.</li> <li>• Experience of managing projects and contributing to activities to an agreed specification and implementing long-term organisation strategy and budget.</li> <li>• Experience of negotiating effectively, internally and externally, as a representative delivering training.</li> <li>• Experience of the organisation of quality assurance in UK and international contexts.</li> </ul>	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Degree, preferably a higher degree, or equivalent.</li> </ul>	<p>A</p>
<b>Knowledge, skills and abilities</b>	<ul style="list-style-type: none"> <li>• In-depth understanding of UK and international higher education, its policy and political contexts.</li> <li>• Highly effective interpersonal skills with the ability to influence at a national or international level.</li> <li>• Thorough understanding of quality assurance approaches in the UK and internationally.</li> <li>• Excellent written and verbal communication skills, including presentation skills.</li> <li>• Effective interpersonal skills with the ability to develop and maintain strong, effective working relationships.</li> <li>• A high degree of evaluative judgement and decision-making skills.</li> <li>• Strong analytical and problem-solving skills, providing creative and efficient solutions.</li> <li>• Ability to work effectively as part of a team, as well as leading groups of individuals and facilitating group discussions.</li> <li>• Excellent planning skills, with the ability to manage a complex workload with multiple deadlines while maintaining quality.</li> <li>• Strong organisation and 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> <li>• Sensitivity and understanding of working in a customer and service-focused environment.</li> <li>• Ability to performance manage effectively to ensure accountability and responsibility.</li> <li>• Ability to manage own work in a structured and methodical way.</li> </ul>	<p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I</p>

	<ul style="list-style-type: none"> <li>• Ability to proactively manage teamwork, outputs and accountability through structured performance management.</li> </ul>	I
<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>• 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, understand and apply our workplace values.</li> </ul>	
<b>Location</b>	Flexible (providing it is within the UK) with travel to our Gloucester office and other national and international travel required.	

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

**Date: August 2024**