



Job title	Quality Enhancement and Standards Specialist
Band	5
Group	Membership, Quality Enhancement and Standards
Responsible to	Quality and Standards 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. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England, and we work closely with the devolved administrations in Scotland, Wales and Northern Ireland. We launched a Membership offer to institutions in August 2019. This role within QAA's Membership, Quality Enhancement and Standards team is critical to delivery of the Agency's vision and refreshed membership offer.

Role summary

The role within our Membership, Quality Enhancement and Standards team, supports and participates in the development and delivery of quality enhancement and academic standards activities, providing specific, high-level expertise and knowledge. You will be engaged in leading projects as well as supporting activities being led by others.

The role holder will also provide expertise for professional and international products and services as required and appropriate.

Main duties and responsibilities

- Develop expert content and present it in a range of attractive, imaginative and useful resources for QAA Members, linked to the outcomes of our quality and standards activities.
- Support the leadership of projects relating to quality and standards with key sector and QAA Member representatives.

- Produce and edit written material for various audiences which summarises complex information and present it in engaging ways including creating 'toolkits' for academic staff.
- Produce succinct policy analyses and briefings for internal and external use on quality and standards matters, as well as areas of specific expertise.
- Develop and deliver QAA Membership services including networking events, workshops and webinars.
- Support liaison with relevant bodies and committees relating to quality and standards.
- Contribute to new product and service development and delivery.
- Act as a representative of QAA externally, in sector groups and committees and in dealing with key stakeholders.
- Develop and maintain a detailed knowledge of QAA policy in area of responsibility, and an appreciation of key issues and developments in higher education and quality assurance and enhancement.

Key contacts

- Colleagues at all levels, both internal and external to QAA.
- Key higher education providers and quality professionals and networks.

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"> • Experience of developing attractive and engaging materials and resources for use by a wide range of sector colleagues including academic staff • Experience of producing briefings and position papers for a varied readership • Experience of policy research, development and implementation • Experience of quality assurance in a higher education environment • Experience of developing and delivering training/education programmes in the higher education sector 	<p>A, I</p> <p>A, I</p> <p>A</p> <p>A</p> <p>A</p>
Qualifications and training	<ul style="list-style-type: none"> • Undergraduate degree, or equivalent experience • Doctoral qualification desirable 	<p>A</p> <p>A</p>
Knowledge, skills and abilities	<ul style="list-style-type: none"> • A good understanding of the UK higher education sector, how it operates and quality assurance • An in-depth understanding of the external reference points relating to quality and standards in UK higher education • Excellent written and oral communication skills, including presentation skills • Experience of working effectively as part of a team • Good organisation skills, working flexibly on a variety of projects and pieces of work with attention to detail • The ability to manipulate and understand data and produce analytical reports in an attractive and readily understandable manner • Effective interpersonal skills with the ability to develop and maintain strong, effective working relationships • Strong analytical skills with the ability to assimilate, analyse and evaluate large quantities of information from various sources • Expertise in one or more of the following: <ul style="list-style-type: none"> - pedagogic approaches in higher education - course design and management - UK academic infrastructure - UK Quality Code for Higher Education and associated reference points - professional regulation and accreditation - Education for Sustainable Development - institutional quality practices - student engagement - quality enhancement activity - data and analytics in quality assurance • Sensitivity and understanding of working in a customer and service-focused environment • Ability to manage own work in a structured and methodical way <p>Desirable</p> <ul style="list-style-type: none"> • Experience in web design 	<p>A, I</p> <p>A</p> <p>A, I, E</p> <p>A</p> <p>A</p> <p>A</p> <p>A, I</p> <p>A, E</p> <p>A, I, E</p> <p>A, I</p> <p>A</p> <p>A</p>

Behaviours	<ul style="list-style-type: none"> • A willingness to work flexibly with a 'can-do' approach • Show initiative to meet the needs of QAA • Demonstrate the highest standards of personal conduct, honesty and integrity that inspire trust and confidence 	
	<ul style="list-style-type: none"> • 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, understanding and apply our workplace values 	
Location	Flexible with travel to our Gloucester Office and other national and, potentially, international travel	

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

Date: April 2022