



Job Title	Quality & Standards Project Coordinator
Band	3
Group	Membership, Quality Enhancement & Standards (MQES)
Responsible to	Quality & 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. 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 & Standards Project Coordinator role within QAA's Membership, Quality Enhancement & Standards team is critical to delivery of the Agency's vision and refreshed membership offer.

Role summary

Delivering imaginative and engaging membership services is central to QAA's strategy and membership model.

The Quality and Standards Project Coordinator will provide organisational support for the delivery of quality and standards projects, membership engagement and related services. This will require close liaison with other colleagues in the MQES team and event support. The core purpose of the role is to help ensure the smooth running of quality and standards projects such as the review of Subject Benchmark Statements and the Academic Integrity Advisory Group. There will be opportunities to support other membership events and activities, and active engagement in the production and communication of membership materials and resources including advice and guidance prepared for students and staff.

Main duties and responsibilities

- Provide administrative support to an area of existing or developing priority in quality and standards, such as the review of Subject Benchmark Statements and the work of the QAA

Academic Integrity Working Group, as well as supporting student engagement networks such as the QAA Student Strategic Advisory Committee and the Student Engagement Working Group. This work includes scheduling meetings, communicating with Advisory Group chairs and members, maintaining contacts, producing minutes of meetings where required and maintaining SharePoint sites with up-to-date documents and materials.

- Collaborate with other members of the MQES team to coordinate membership engagement activities and help run workshops, webinars and conferences such as Quality Insights and Quality Matters, including scheduling, organising venue or booking online 'space', helping plan content and themes, and communicating with presenters inside and outside QAA.
- Collate and draft information and materials for newsletters and other publications, liaising with QAA colleagues working in Marketing and Production on design and layout. This includes coordinating the content for the student newsletter, building and formatting it in Mailchimp, and maintaining the contacts list for the newsletter.
- Support business development to engage with existing QAA Members and other stakeholders through scheduling and preparing for meetings including contributing to briefing materials and presentations for projects groups.
- Support QAA's membership communications by creating content for social media and the QAA website, liaising with the website manager to maintain and review shared websites.
- Support activity to refresh the QAA Membership Resources Site by reviewing content, supporting the creation of new content, and working with others to establish clear and attractive structures for displaying information and resources.

Key contacts

Internal:

- Member Engagement Managers, Quality Enhancement Specialists and the Policy team.
- Marketing and Production team.
- Head of Policy.

External

- Chairs and members of Advisory Groups as required.
- Student contacts.

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"> • Membership recruitment, retention and engagement in a membership organisation or similar. • Undertaking administrative and/or project support. • Supporting appropriate customer relationship management processes. • Successfully working in teams. • Studying or working in a higher education environment. 	<p>A, I</p> <p>A, I</p> <p>A, I A, I</p> <p>A, I</p>
Qualifications and training	<ul style="list-style-type: none"> • Undergraduate qualification (desirable). 	A
Knowledge, skills and abilities	<ul style="list-style-type: none"> • Sensitivity and understanding of working in a customer and service-focused environment. • Excellent planning and organisational skills with the ability to prioritise and balance competing demands. • Good analytical and problem-solving skills with a creative approach to seeking solutions. • Effective interpersonal skills with the ability to develop and maintain strong, effective working relationships. • Excellent verbal and written communication skills. • Ability to work as part of a team as well as progressing work independently. • Good range of effective project management skills. • Ability to perform with accountability and responsibility. • Ability to manage own work in a structured and methodical way. 	<p>I</p> <p>A, I, E</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>A, I</p>
Behaviours	<ul style="list-style-type: none"> • Ensures the image of QAA is represented in a positive, helpful and professional manner. • A willingness to work flexibly with a 'can-do' approach. • Shows initiative to meet the needs of QAA. • Demonstrates the highest standards of personal conduct, honesty and integrity that inspire trust and confidence. • Highly motivated and willing to learn. • Critical reflection and continuous improvement. • Confident and self-motivated. • Ability to demonstrate, understanding and apply our workplace values. 	
Location	Flexible with travel to our Gloucester Office and other national travel.	

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

Date: September 2022