

<b>Group Member:</b>		Luminate Group Services	
<b>Job Title:</b>		Quality Assurance Officer	
<b>Reports to:</b>		Group HE Quality and Compliance Manager	
<b>Job Grade</b>	LEG B	<b>Department</b>	HE Quality and Standards (Quality)

### ROLE SUMMARY:

This role is to contribute to high standards service delivery of quality assurance and enhancement mechanisms and processes across Leeds Conservatoire and University Centre Leeds (UCLeeds), including administration of key activities. The postholder will work closely with institution-wide service and academic teams to ensure implementation and compliance with quality processes that met the Office for Students (OfS) conditions of registration and align with the criteria for degree awarding powers.

The Quality Assurance Officer is responsible for delivering, administering and tracking audits, policies, quality assurance processes, complaints, validation and approval of the portfolio, and continued quality improvement.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Act as key contact in liaison with internal teams and external agencies as required.
2. Deliver a customer focussed, responsive and high-quality administrative service to support the effective running of the Quality team, reacting to and meeting a range of fluctuating pressures and daily demands.
3. Develop and manage high standard administrative protocols, ensuring quality assurance mechanisms are implemented and reported in a timely and robust manner.

This includes the administration of:

- Student Reps, this will include liaising closely with the student engagement and Students' Union teams.
- Committee and board meetings, including diarising, agendas, and minuting taking.
- Internal and external audits
- Policy development and review activities, ensuring currency of policies, appropriate versioning, storing, and communication of definitive documentation.

4. Support the monitoring of compliance with relevant quality frameworks, policies and guidelines (both internal and external), including OfS conditions of registration, criteria for degree awarding powers, and OIA, CMA and GDPR guidelines, for example.
5. Support the administration of the validation and approval process of programmes (including closure and suspension of courses) within the portfolio of Leeds Conservatoire and University Centre Leeds, including the appointment of external panel members and taking the key role in communicating changes to the approved portfolio with key stakeholders such as Admissions, Marketing, MIS, and Course Admin.
6. Support the administrative maintenance of Quality as the single point of truth, ensuring the circulation of definitive documentation, and engage stakeholders through accessible and usable platforms to promote compliance.
7. Contribute to the implementation and compliance of processes for the monitoring of the programme lifecycle.
8. Contribute to the collation and monitoring of service and academic performance, including but limited to Annual Review and action plan.

**CORE RESPONSIBILITIES:**

1. Attend and contribute to team meetings, planning days and other departmental staff events, sharing information and good practice.
2. Liaise with external agencies as required.
3. Represent higher education on relevant cross-group committees/forums.
4. Engage in policy development and review activities.
5. Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.
6. Run focus groups and surveys to gather staff, student and other stakeholder feedback to inform planning and development of resources.
7. Participate in open days, student activities, awareness arising events, and enrolment which will involve occasional weekend and evening work.
8. Work flexibly as a member of the HE Quality and Standards Directorate.
9. Provide information and data to enable timely reports to be collated.

## **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the group's values:

### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

### **Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

### **Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Q1. GCSE English (or equivalent) at grade 4/C or above	A
E	Q2. Level 3 IT/business administration qualification or the ability to demonstrate extensive depth and breadth of experience / knowledge and expertise of administration activity.	A
D	Q3. GCSE Maths (or equivalent) at grade 4/C or above	A
D	Q4. Degree or equivalent relevant experience	A
D	Q5. Relevant customer service qualification or training	A

<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1. Experience of using Microsoft Office systems and databases (Word, Excel, Outlook) as an intermediate user.	A / I
E	EK2. Highly organised with the ability to work to demanding deadlines and deliver.	A / I
E	EK3. Enthusiasm and confidence in establishing internal and external relationships.	A / I
E	EK4. Experience of working in a role including administration and delivering excellent customer service	A / I
D	EK5. Experience of working in a further education and/or higher education setting	A / I
D	EK6. Proven successful experience of quality assurance	A / I
D	EK7. Experience of defining and working accurately with large sets of complex data, for example stakeholder requirements.	A / I
D	EK8. Experience of dealing with a variety of diverse internal and external stakeholders.	A / I
D	EK9. Experience of implementing and monitoring effective quality processes and systems.	A / I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Able to communicate well with customers and colleagues, relating effectively to others, both one to one and in teams	A / I
E	SC2. Highly organised with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner	A / I
E	SC3. Ability to create new ideas and perspectives, see possibilities and challenges in constructive ways.	A / I

E	SC4. Ability to cope with continuous and complex changes, to be flexible and able to balance multiple tasks and respond to changing priorities.	A / I
E	SC5. Ability to exercise absolute integrity in respect of confidential matters, ensuring that any specified procedures for the security and confidentiality of information are always maintained.	A / I
E	SC6. Excellent written and verbal communication skills, with the ability to work with staff at all levels and provide excellent customer service.	A / I
E	SC7. Consistently good attention to detail and accuracy whilst working under pressure to meet tight timescales/targets.	A / I
E	SC8. Ability to work with minimal supervision, and have the confidence to make decisions on routine procedural issues and service issues.	A / I
D	SC9. Excellent analytical and problem-solving skills with a particular focus on attention to detail, along with the ability to negotiate to find creative solutions	A / I

<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I