



JOB DESCRIPTION

Quality Manager (12 Months Maternity Cover)

Full-Time

Coventry

Quality Manager

Arden University is an independent University, based in Coventry, offering a range of degrees by online distance learning and campus-based blended learning. Arden has taught degree awarding powers, institutional designation for student finance and subscribes to the Quality Assurance Agency for Higher Education, the Office of the Independent Adjudicator, the Higher Education Statistics Agency and a range of UK HE membership groups. It has well established partnerships with a number of other UK universities, awarding organisations and professional bodies.

Arden University's flexible delivery model gives learners worldwide an opportunity to further their studies in a way that suits their lifestyle. All our programmes are underpinned by our innovative and unique virtual learning environment, ilearn, and its associated operational systems. We are proud that with our help, thousands of students realise their goals and make a difference to the world around them.



Role description

Date: January 2016

Job Title: Quality Manager

Responsible to: Head of Academic Affairs

Mode: Full time

Contract: 12 months fixed term (Maternity Cover)

Salary: Negotiable

Responsible for: Team of 6 Quality Co-ordinators

Main Purpose of the Job:

To be responsible for managing the implementation of the quality assurance and enhancement processes and infrastructures that govern Arden University's higher education awards and collaborative provision. In particular, this role has responsibility from a quality perspective for validation, monitoring evaluation and review, quality enhancement and for meeting the external quality assurance requirements, including supporting the head of Academic Affairs in dealing with QAA review and professional body accreditations.



Main Duties and Responsibilities:

- Manage the implementation of and compliance with Arden's quality assurance and enhancement systems and processes and (where applicable) those of awarding body partners, providing advice to staff on their application and interpretation.
- Support the Head of Academic Affairs in the development and improvement of Arden's Regulatory Framework and quality assurance and enhancement systems.
- Oversee the management of unfair practice, academic appeals and other relevant processes.
- Co-ordinate monitoring evaluation and review of programmes of study leading to Arden's awards and those delivered on behalf of its academic validating partners.
- Manage the implementation of student engagement systems, including student representation mechanisms and student surveys.
- Manage the production of accurate student, programme and module data for consideration by academic committees.
- Produce and publish annually Arden's Quality Assurance Schedule (QAS).
- Manage the implementation of systems and processes relating to programme re-validation and modifications, including the appointment of approval panels and the co-ordination of approval events.
- Manage the implementation of external examination systems, including co-ordinating the nomination, approval, appointment, induction and appropriate engagement of External Examiners.
- Ensure compliance with relevant external body expectations, guidance and good practice, including the QAA.
- Lead the maintenance, development and implementation of virtual quality enhancement unit, iquality.
- Manage the scheduling and operation of the university's committees.
- Ensure the provision of accurate and efficient secretariat facilities to Academic Board and its sub-committees.
- Provide effective management and leadership to the Quality Team.
- Build and foster effective working relationships with academic and student support colleagues, and external parties.
- Undertake such other duties as may be required in the post.



Person Specification:

The successful candidate will be able to demonstrate the following skills, knowledge and experience.

Essential:

- Experience of quality assurance and academic administration in a higher education environment.
- An appreciation of the student journey and the importance of academic support across the study cycle.
- Excellent written and verbal communication skills, and evidence of building effective relationships with key internal and external stakeholders.
- Rigorous professional approach with good attention to detail and accuracy.
- Excellent organisational skills and the ability to prioritise tasks and meet deadlines.
- Strong analytical and problem solving skills, with the ability to think laterally and meet goals.
- Successful track record of managing a team.
- Ability to welcome challenge in an open, participative and transparent style.
- A commitment to achieving the highest possible quality of learning opportunities and academic standards for students in higher education.
- Sound IT literacy.
- Experience of servicing committees.

Desirable:

- Experience of managing change within a business or functional area.
- Experience of managing the development of effective processes and services.
- An awareness of recent developments in quality assurance and quality enhancement in higher education, in particular with regard to the work of the Quality Assurance Agency.
- Experience of supporting validation activity and producing reports of validation panel events.

To apply or to receive further information about this exciting role, email vacancies@arden.ac.uk.