Quality Support Officer
Academic Support Officer, Student and Academic Services

Closing date: 8 November 2018
Interview date: 28 November 2018
Vacancy reference: 7126
INTRODUCTION

This post offers an opportunity to contribute to a broad portfolio of work which aims to assure and enhance the quality of learning and teaching within the University. You will work closely with a range of colleagues across the institution for whom learning and teaching matters are a key concern, taking the lead in some areas of work.

Previous experience of providing professional teaching quality assurance advice and support to a range of subject disciplines in Higher Education, knowledge of the national teaching and learning quality agenda, and excellent communication and interpersonal skills are all essential for this post.

Informal enquiries about the post should be addressed to Jane Iddon, Head of the Academic Quality Team (jane.iddon@york.ac.uk, 01904 323849) or Nigel Dandy, Director of the ASO (nigel.dandy@york.ac.uk, 01904 322154).
Main purpose of the role

1. To support a portfolio of quality assurance and enhancement activities relating to the work of the University Teaching Committee and to PGR programmes.

2. To provide other support, as may be required, in respect of quality assurance activities. This includes providing advice and support to staff from academic departments on a range of quality and regulatory matters.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

(a) To support a portfolio of quality assurance and enhancement activities relating to the work of the University Teaching Committee.

This will include:

- contributing to the review and development of the University's framework of academic policy and guidance, through:
  - direct involvement in the provision of professional leadership, advice and support for working groups set up, for example, to consider the implications of developments in the sector or to address particular policy issues;
  - performing detailed analysis of information and/or data, presenting results and making recommendations via briefings, presentations or written reports, to facilitate consideration and decision making;
  - contributing to the development of policy and guidance more generally, drawing on knowledge of the field of quality assurance from both an institutional and national perspective;
  - drafting and editing policy and other documents;

b) The organisation of and support for periodic reviews of academic departments, advising members of the review panel and contributing to the process of review, as well as preparing formal reports;

c) Involvement in the process of annual programme review;

d) Supporting ongoing formal business, for example as Secretary to committees or other bodies, or project-managing analysis and follow-up actions relating to evidence from student opinion surveys;

e) Overseeing interactions between the University Teaching Committee and a number of academic departments usually in one Faculty. This will typically include acting as the 'departmental contact' for advice and support on the interpretation and implementation of policy and procedures, and helping departments to bring forward proposals for new or amended programmes of study for approval, working in conjunction with members of the University Teaching Committee and colleagues in other central teams;

f) Supporting or managing short-term projects and contributing to wider teaching and learning–related projects and initiatives, such as the implementation of the University’s new pedagogy, or the programme/module catalogue;

g) Using professional and specialist knowledge and experience to identify issues, trends and problems within the area of responsibility, identify areas for service or process improvement and initiate and oversee targeted programmes of change;

h) Keeping up to date with relevant developments in the sector to ensure that work is informed by national policy, existing and emerging research, and practice in other HEIs, by undertaking professional networking, attending / presenting at relevant conferences and events and developing links with national organisations.

Other duties as specified by the team leader or Head of Office, and commensurate with the level of the post.

This might include: contributing to staff development events, representing the University at internal or external meetings, or covering other areas of ASO activity in the event of staff absence.
## PERSON SPECIFICATION

### Qualifications

- A good first degree or equivalent. **Essential**
- A postgraduate qualification **Desirable**

### Knowledge

- Current knowledge of the national learning and teaching quality assurance and enhancement agenda in higher education, including the role of the Quality Assurance Agency and the application of the UK Quality Code. **Essential**
- Knowledge of internal University teaching quality assurance procedures and their relationship to external requirements. **Essential**
- An understanding of academic culture and the needs of those working and studying in a UK research-intensive university. **Essential**

### Skills, abilities and competencies

Excellent oral and written communication skills and interpersonal skills, to address a variety of needs and audiences, such as:

- acting as the point of contact for a range of individuals of all levels of seniority; **Essential**
- developing relationships with staff from other teams, sections, Directorates and academic departments and using those relationships to promote and further the work of the team effectively; **Essential**
- contributing effectively to meetings on aspects of teaching quality assurance and enhancement, and of academic policy; **Essential**
- negotiating with and influencing stakeholders and facilitating open discussion with individuals and groups on complex issues; **Essential**
- preparing high quality written material for University committees and other audiences; **Essential**
- preparing, presenting and advising on formal academic policy documents and guidelines; **Essential**
- maintaining and developing internal and external professional networks. **Essential**

The ability to research, assimilate and organise large amounts of complex information, making appropriate decisions about the relevance of information for particular audiences. **Essential**

The ability to manage own workload across a broad range of activities, some of which may have an annual cycle, others arising on a less predictable basis. **Essential**

The ability to maintain a high level of accuracy, even when producing work to tight deadlines. **Essential**

The ability to work independently, pro-actively and as part of a number of teams. **Essential**

The ability to use a range of relevant software packages, including proficiency in word-processing and email. **Essential**

The ability to work effectively with support staff. **Essential**

Ability to manage, monitor and evaluate a project. **Essential**
## PERSON SPECIFICATION

### Experience

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<th>Essential / Desirable</th>
<th>Experience</th>
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<tr>
<td>Essential</td>
<td>Experience of providing professional advice and support to academic staff.</td>
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<td>Essential</td>
<td>Experience of writing thorough and appropriately analytical reports on aspects of academic quality.</td>
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<td>Essential</td>
<td>Experience of supporting working groups and committees, including planning and organising meetings in conjunction with the Chair, advising members, minute-taking and report-writing, and co-ordinating actions and schedules of work.</td>
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<td>Desirable</td>
<td>Experience of providing teaching quality assurance advice and support to academic staff in a range of subject disciplines.</td>
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<td>Desirable</td>
<td>Experience of supporting the development of academic policy and guidance, including the drafting of such policy and guidance statements for approval by senior committees.</td>
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<td>Desirable</td>
<td>Experience of liaising with external bodies.</td>
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<td>Desirable</td>
<td>Experience of liaising with the Quality Assurance Agency or professional accreditation bodies.</td>
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### Personal attributes

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<td>Essential</td>
<td>A positive attitude, demonstrating personal credibility and integrity.</td>
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<td>Essential</td>
<td>A commitment to addressing teaching and learning needs and effecting change.</td>
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<td>Essential</td>
<td>A proactive approach, able to use initiative in problem solving and developing service opportunities with an appreciation of possible longer-term implications</td>
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<td>Highly motivated, able to work independently or as part of a team, with a commitment to service excellence.</td>
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<td>A commitment to continuing professional development.</td>
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<td>A commitment to equality and diversity.</td>
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<td>Essential</td>
<td>An engaging and effective communicator, conveying a positive attitude and personal credibility and integrity</td>
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The Academic Support Office (ASO) is part of Student & Academic Services, which also includes Careers and Placements, Student Services, Open Door and Disability, and Colleges.

Collectively Student & Academic Services contributes to the experience and success of students and staff by:

- providing the support that students and staff need to deal with aspects of student life that can enhance learning and capability;
- promoting and facilitating students’ personal development and career planning;
- contributing to the assurance of academic standards and the quality of teaching and learning, and
- providing the administrative underpinning for the student life cycle.

The Academic Support Office (ASO) plays an important role in helping to ensure that the University maintains its reputation for high quality teaching and learning. We coordinate processes for assuring the quality of educational provision and support a wide portfolio of activities aimed at enhancing teaching and learning practices.

Our structure reflects our core service areas. We have five teams:

- Programme Design and Learning Technology
- Learning Enhancement
- Academic Quality
- Academic Practice
- Administrative Support Team

We also have three Faculty Learning Enhancement Project Managers, who work across the ASO structure and with key colleagues such as the Faculty Associate Deans, the Faculty Operations Managers in the Registrar and Secretary’s team, and the Faculty Employability Managers in Careers and Placements.

The work includes:

- supporting departments and individual staff in programme design, improving assessment and feedback, using technology to enhance teaching and learning, and embedding academic skills development in programmes and modules;
- providing, and advising staff on the pedagogic
opportunities arising from, technology-related services and online learning tools including lecture recording, in-class polling and software to support student interaction online;

- supporting quality review processes in departments, including Periodic Review and Annual Programme Review, and engagements with professional accreditation bodies;

- supporting the development of academic policy and the University’s engagement with national initiatives such as the TEF;

- providing professional development for staff across the University through programmes such as the Postgraduate Certificate in Academic Practice, workshops, online resources, and networking and practice-sharing opportunities including the annual Learning and Teaching Conference;

- providing direct support to students across the University through workshops, ‘drop-ins’, appointments and online resources on topics such as English language, mathematics and statistics, intercultural communication, higher-order study skills and academic integrity. This support is designed to enhance learning and also facilitate the transition to University-level education;

- contributing to the University’s widening participation agenda including the delivery of workshop events for school children which help them to understand and aspire to HE-level study;

- evaluating the impact of learning enhancement initiatives, to ensure efficiency and effectiveness and to inform future development and innovation;

- contributing to University thinking and strategic planning, through pro-active proposals and interaction with senior staff;

- maintaining current knowledge of relevant national and international developments, and active engagement with professional networks in the sector.

- promoting examples of excellent practice at the University to the wider sector, both nationally and internationally, through attendance and presentations at conferences and other events.

In delivering these responsibilities, ASO staff work closely with the Pro-Vice-Chancellor and Associate Pro-Vice-Chancellor for Teaching, Learning and Students, the University
Teaching Committee, the Standing Committee on Assessment, the Learning and Teaching Forum, the Distance Learning Forum, Faculty Learning and Teaching Groups, staff in academic and central departments, and student representatives.

Further information on the work of the ASO can be found at www.york.ac.uk/admin/aso
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 7126
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 November 2018

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance
Direct any informal queries to Jane Iddon, Head of the Academic Quality Team (jane.iddon@york.ac.uk, 01904 323849) or Nigel Dandy, Director of the ASO (nigel.dandy@york.ac.uk, 01904 322154)

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835