Quality Support Officer

**Department:**  
Student and Academic Services - Academic Support Office - Quality Support Officer

**Hours of work:**  
Full time/37 hours a week (1.0 fte)

**Contract type:**  
Fixed term – 6 months from date of appointment

**Salary:**  
Grade 6/£32,817 - £40,322 a year
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 advice and support to academic staff, knowledge of the national teaching and learning quality assurance agenda in Higher Education, and excellent communication and interpersonal skills are essential for this post.

Informal enquiries about the post should be addressed Cecilia Lowe, Acting Director of the Academic Support Office (Cecilia.lowe@york.ac.uk)

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, the Standing Committee on Assessment and the Policy and Programmes Sub-Committee of the York Graduate Research School.

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)

1. To support a portfolio of quality assurance and enhancement activities relating to the work of the University Teaching Committee (UTC), the Standing Committee on Assessment and the Policy and Programmes Sub-Committee of the York Graduate Research School.

This will include

a) 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 a 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 UTC and the Policy and Programmes Sub-Committee of the York Graduate Research School 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 (including those relating to collaborative provision), working in conjunction with members of relevant committees/groups and colleagues in other central teams;

f) supporting or managing short-term projects and contributing to wider teaching and learning–related projects and initiatives (for example projects arising from the implementation of the University Strategy);

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.

2. 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 where appropriate in the event of staff absence.
## Person specification

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<th>Qualifications</th>
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<td>A postgraduate qualification</td>
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### Knowledge

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- Current knowledge of relevant aspects of the national learning and teaching quality assurance agenda in higher education, including the UK Quality Code.
- Knowledge of internal University teaching quality assurance procedures and their relationship to external requirements.
- Understanding of academic culture relevant to a UK research-intensive university and its implications for supporting and developing learning and teaching.

### Skills, abilities and competencies

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- 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;
  - 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;
  - providing professional advice to colleagues and in meetings on aspects of teaching quality assurance and enhancement, and of academic policy;
  - negotiating with and influencing stakeholders and facilitating open discussion with individuals and groups on complex issues;
  - preparing high quality written material for University committees and other audiences;
  - preparing, presenting and advising on formal academic policy documents and guidelines;
  - maintaining and developing internal and external professional networks.

- The ability to research, assimilate and organise large amounts of complex information, making appropriate decisions about the relevance of information for particular audiences.
- 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.
- The ability to maintain a high level of accuracy, even when producing work to tight deadlines.
The ability to work independently, pro-actively and as part of a number of teams.  

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

The ability to work effectively with support staff.  

The ability to manage, monitor and evaluate a project.  

**Experience**

Experience of providing professional advice and support to academic staff.  

Experience of writing thorough and appropriately analytical reports.  

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.  

Experience of supporting the development of academic policy and guidance, including the drafting of such policy and guidance statements for approval by senior committees.  

Experience of providing teaching quality assurance advice and support to academic staff in a range of subject disciplines.  

Experience of liaising with external bodies  

Experience of liaising with the Quality Assurance Agency or professional accreditation bodies.  

**Personal attributes**

An engaging and effective communicator, conveying a positive attitude and personal credibility and integrity.  

A commitment to addressing teaching and learning needs and effecting change.  

A proactive approach, able to use initiative in problem solving and developing service opportunities with an appreciation of possible longer-term implications.  

Highly motivated, able to work independently or as part of a team, with a commitment to service excellence.  

A commitment to continuing professional development.  

A commitment to equality and diversity.