Senior Administrator (Quality Assurance)

**Department:** School for Business and Society

**Hours of work:** 37 hours a week | Full Time

**Contract type:** Open

**Salary:** £27,131 - £33,314 a year
Main purpose of the role

This role will support the Quality and Accreditation Manager in providing support for the efficient and effective delivery of academic quality assurance and standards in respect of the School’s on campus provision. The role holders will provide support to a number of projects relating to quality assurance, maintenance and development of policies and procedures to ensure compliance with the University, School and external accrediting body requirements.

This role also plays a key role in maintaining standards and driving forward/embedding continuous improvements by building strong relationships and communication links within the School and wider University alongside providing advice, guidance and training where required around quality assurance, keeping robust records and ensuring compliance is monitored and maintained throughout the School.

The key to success in the role will be the ability to lead and advance multiple projects successfully whilst working collaboratively with School and University colleagues.

Key responsibilities

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

1. Role Specific Responsibilities

   ● Ensure continued compliance with University and School policy, procedures and regulations alongside external sector wide regulations.
   ● Support regular process reviews/enhancements and ensure all staff are sufficiently trained.
   ● Support senior colleagues in managing the School’s internal and external quality assurance review process.
   ● To organise any internal and external review visits, acting as first point of contact for high profile visitors, organising travel and accommodation and managing the compilation and maintenance of an e-base room
   ● Collate and organise School QA reports and ensure the school meets all deadlines set by internal and external bodies. Ensure reports such as Periodic Review, Annual Programme Review and School Audits are in line with QA standards
   ● Submit documents for approval and monitor actions from reports with responsibility for ensuring that actions are followed through and reported at the appropriate point to relevant staff and committees. This will include servicing some School committees

2. University of York Responsibilities for Grade 5

Service and Operational Delivery

   ● Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
   ● Deliver services to standards set by others, using initiative and independent action to meet service needs.
   ● Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
   ● Where appropriate, solicit customer views on the nature and quality of the service provided.
   ● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
● Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
● Contribute to and/or initiate the development and improvement of methods of service delivery.
● Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
● Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
● Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
● Carry out investigations, searches and research information and data to identify trends and patterns.
● Analyse data and statistics and provide reports for higher level decision makers.
● Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
● Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
● Contribute to longer term plans/programmes of work.
● Plan and organise small scale projects.
### Person specification

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<thead>
<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Thorough knowledge of administrative procedures and processes within a busy office in a large and complex organisation</td>
<td>Essential</td>
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<tr>
<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<td>Ability to deliver clear, concise and appropriate information to target audiences.</td>
<td>Essential</td>
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<td>Able to service committees and meetings, producing high quality records and following up on actions.</td>
<td>Essential</td>
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<tr>
<td>Operating knowledge of quality assurance processes required to provide advice and guidance in Higher Education.</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 5

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement