

Academic Quality Support Officer: Quality Assurance and Academic Governance



Introduction

The Royal Agricultural University (RAU) is going through a period of exciting and dynamic change. At the forefront of agricultural education since our foundation as the Royal Agricultural College in 1845, the University now has some 1,200 undergraduate students from over 45 different countries studying at our historic campus, set in 25 acres of magnificent grounds in the heart of the Cotswolds.

A full University since 2013, the RAU is an acknowledged leader in education and applied research relevant to the land-based industries notably agriculture, rural land management, property and the built environment, the food supply chain, agribusiness, countryside and environmental management and equine management and science.

We are looking for a motivated individual to join the Quality and Enhancement Team within Academic Registry with an emphasis on supporting the key Quality Assurance and Academic Governance processes that are the responsibility of the Academic Registry. Our ambition is that the services we provide should be sector-leading, adapted to meet the needs of the RAU, and sufficiently flexible to respond rapidly to changing requirements.

The Role

Main purpose

Working to the Assistant Registrar: Quality Assurance, the Academic Quality Support Officer: Quality Assurance and Academic Governance will provide administrative support to the Quality Assurance Team, Academic Quality and Standards Committee and Academic Board as appropriate, including maintaining the schedule of meetings and reviews, acting as Secretary to Review Panels and Committees, taking minutes and writing reports. The role will also involve the provision of advice to a range of internal and external stakeholders on matters of academic quality and regulations.

The responsibilities of the Quality Assurance Team include Academic Quality and Standards, Examinations & Assessments, Timetabling and Collaborative Partnerships. All members of the team work flexibly to support each other and therefore this role holds opportunities for gaining a wide range of experience in academic administration.

Department: Academic Registry

Responsible to: Assistant Registrar: Quality Assurance

Location: Cirencester, Stroud Road Campus

Term: Permanent, full-time

Salary: Grade 5: £22,016 - £26,242 p.a. (appointment level will depend on experience)

Relationship with: Academic staff, Head of Quality, Heads of School, External Examiners, Registry Team, Collaborative Partner Institutions, Professional, Statutory and Regulatory Bodies, Committee and Panel chairs

Key Responsibilities

Administrative Support

- Provide administrative support to the Quality Assurance Team and to schedule and coordinate the annual cycle of quality assurance activities as laid out in the academic regulations.
- Act as Secretary to and take minutes for a range of university committees as required, but specifically Academic Quality and Standards Committee, Validation Panels and Institutional Review Panels, some of which may take place at Collaborative Partner institutions.
- Provide advice and guidance to Programme Managers in preparation for the Annual Programme Managers Reports.
- Provide advice and guidance on programme development to the development and review teams regarding the preparation of documentation for validations and revalidations.
- Provide advice and guidance to potential and existing Collaborative Partners and the review teams in the preparation of documentation for Institutional Reviews.
- Disseminate information to internal and external stakeholders regarding programme and module changes and changes to academic regulations and procedures.
- Co-ordinate the administration relating to the University's External Examiners, including the appointments process, receipt and dissemination of annual reports, and arranging payments.
- Assist in the maintenance and accuracy of key areas of public information, e.g. course information.
- Produce and maintain procedures relating to quality assurance within Registry.
- Contribute to the continuous improvement of service delivery, processes and practices.
- Assist other departments within Registry and across the University during peak times.

Reporting

- Prepare and maintain documentation and standard reports for internal and external bodies (e.g. committee papers, reports on external examiner appointments, validation reports).

Stakeholder Engagement

- Build and maintain strong relationships with all key internal and external stakeholders, including External Examiners and Collaborative Partners.

Academic Registry Responsibilities

- The Quality Assurance Team is part of Academic Registry and all members of Academic Registry work collaboratively to ensure that all activities and functions of the wider team are delivered on time and to a high standard.
- All members of Academic Registry work collaboratively across the University to deliver university wide activities and functions (e.g. Graduation).
- To provide excellent customer service to students, staff and other stakeholders.

Person Specification

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test / Exercise
A degree or equivalent experience at a graduate level, with a high level of literacy	E	A
The ability to plan and execute a complex schedule of meetings and reviews to ensure that the University complies with all its academic regulatory requirements	E	A, B, C
An understanding of the role of the Office for Students (OfS) as the Regulator for Higher Education	E	A, B
Excellent report writing and committee servicing skills	E	A, B, C
Experienced in minute taking to a high standard	E	A,B, C
Evidence of strong analytical skills and the ability to propose potential solutions to regulatory or logistical problems	E	A, B
Excellent organisation skills and the ability to pay attention to detail	E	A, B, C
The ability to work unsupervised and use own initiative to manage and organise own workload to meet a complex set of deadlines	E	A, B
Excellent communication skills with the ability to build successful working relationships across internal and external boundaries	E	A, B
The ability to manage multiple demands without losing focus or energy	E	A, B
A sound level of competence in Microsoft Office	E	A, C
The ability to work accurately and effectively under pressure	E	A, B, C
A reliable and effective team player	E	A, B
Excellent customer service skills	E	A, B
Resilience	E	A, B
Commitment to Equality, Diversity and Inclusion	E	A, B
Willingness and flexibility to work according to the needs of the service, for example, occasional evening or weekend working and travel to collaborative partner institutions (which may involve an overnight stay).	E	A, B
An understanding of the role of an Academic Registry within Higher Education	D	A, B
Experience in an Academic Registry related role	D	A, B
Knowledge of Higher Education Quality Assurance processes, including course validation and collaborative partner approval	D	A, B

Benefits of Working with Us

We have over 200 dedicated employees who are proud to work for us. Whether our people are permanent, or join us for a few months, we genuinely take their health, wellbeing, and development seriously. We believe in investing in development and happiness at work and have a good range of benefits, a full list can be found here: <https://www.rau.ac.uk/about/jobs/benefits-working-us>

Application Process

If you are interested in applying for this role, please send:

- A University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role

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Closing date: Wednesday 3rd April with **Interviews:** on Thursday 18th April 2019