

**Company:** London College of Contemporary Arts (LCCA)  
**Department:** Professional Services - Quality Assurance  
**Role:** Quality Assurance Manager  
**Reporting to:** Head of Quality Assurance  
**Direct reports:** Quality Officer x 3  
**Location:** Sceptre Court/Aldgate, London  
**Salary:** Competitive

### Role Summary

The Quality Assurance Manager will support the Head of Quality Assurance in the management of the Quality Team, as well as the management and implementation of quality processes at LCCA. This will include course validation and review, management and implementation of the assessment board processes, academic monitoring, academic and regulatory frameworks, student engagement, mitigating circumstances, student complaints and appeals, academic misconduct, and committee servicing.

The postholder will work closely with the Head of QA, Academics and Administrative staff in relation to the quality processes, providing advice and guidance where needed. The role will also include working closely with staff at the validating partner, UCA.

The postholder will also act as line manager to the QA Team, managing workloads, performance, providing training, and other day to day activities.

### Key Activities and Responsibilities

The post holder will have the following responsibilities:

- Day-to-day line management of the quality team, including workload and deadline management,
- Management of the implementation of the Quality Calendar, ensuring all quality activities are completed on time,
- Management of the implementation of the Assessment Board process, ensuring that deadlines set by UCA are met,
- Completing data audits related to the assessment board process,
- Managing the implementation of the colleges surveys, and facilitating the delivery of the NSS with UCA, including ensuring surveys are set up correctly, checking student populations and completing the analysis of results.
- Supporting the implementation of quality processes such as annual monitoring, validation and review, and any other audits as required.
- Managing and completing audits on the mitigating circumstances process and academic appeals, ensuring the correct process is followed and checking data is accurate.
- Support the implementation of the complaint's procedure, including recording complaints, acknowledging emails and attending meetings where necessary.

- To service Academic Board and oversee the implementation of the LCCA governance structure and ensure committee processes are followed.
- Provide staff development on quality related processes to the QA team and the wider LCCA community.
- To lead on internal audit activity when required by Academic Board.
- Support the Head of QA in the management of external relationships, including UCA.
- Support the Head of QA in providing advice and guidance to all staff and students.
- Management of the policy registering and ensuring all policies are kept up to date.
- Delegating for the Head of QA when required.
- Ensuring LCCA, GUS and UCA policies are applied and adhered to.

### Personal Specification

#### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>- Bachelor's Degree of equivalent.</li> <li>- Evidence of CPD.</li> </ul>	<ul style="list-style-type: none"> <li>- PGCert</li> <li>- Management training – either from CPD or PGCert</li> <li>- Membership of appropriate professional associations.</li> </ul>

#### Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none"> <li>- Detailed knowledge of quality management/assessment processes within HE.</li> <li>- Detailed Knowledge of the QAA and OfS including requirements of HE providers.</li> <li>- Knowledge of Complaints, Academic Appeals, Misconduct and Extenuation procedures.</li> <li>- Detailed knowledge of university governance structures.</li> <li>- Excellent communication skills in both written and verbal formats.</li> <li>- Ability to analyse and interpret data and make recommendations.</li> <li>- Ability to form strong working relationships.</li> <li>- Knowledge of HE governance structures.</li> <li>- Strong IT literacy skills, especially of the MS Office package.</li> <li>- Excellent customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of Registry functions.</li> </ul>

# Job Profile

<ul style="list-style-type: none"> <li>- Ability to take minutes.</li> <li>- Ability to interpret and implement policies and regulations.</li> <li>- Flexible approach to working</li> <li>- Able to work within a small team</li> </ul>	
<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>- Previous experience of supervision of staff.</li> <li>- Extensive experience of academic quality or assessment related processes within UK Higher Education.</li> <li>- Experience of committee servicing and management.</li> <li>- Experience of advising and implementing policy or regulatory documents.</li> <li>- Experience of collaborative working with staff from different departments.</li> <li>- Experience of building relationships.</li> <li>- Experience of working with and managing different stakeholder groups including students.</li> <li>- Experience of processing data and proof reading to a high level.</li> <li>- Experience of implementing validation and review processes.</li> <li>- Experience of collaborative partnerships</li> <li>- Experience of student complaints.</li> <li>- Project Management.</li> <li>- Working in a small team.</li> </ul>	<ul style="list-style-type: none"> <li>- Previous line management experience.</li> <li>- Experience of external audits, e.g. OfS, QAA or collaborative partner audit.</li> </ul>

*The post holder may be asked to undertake different or additional duties in line with business requirements at the request of their line manager.*

*There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, health and safety and safeguarding policies.*

*There will be an occasional need to undertake business travel between other sites within London and across the UK.*