

Company:	Global University Systems
Department:	London College of Contemporary Arts (LCCA) – Quality Assurance
Role:	Quality Assurance Officer
Reporting to:	Head of Quality Assurance
Direct reports:	n/a
Location:	Sceptre Court, London
Salary:	Competitive

Role Summary

The Quality Assurance Officer will support the Head of Quality Assurance in the implementation of quality processes at LCCA, including course validation and review, management of the assessment board process, academic monitoring, academic and regulatory frameworks, student engagement, involved in mitigating circumstances, student appeals and complaints, academic misconduct, assessment policies, academic committee servicing, and public information.

The postholder will work closely with the Head of Quality Assurance and team, academic and administrative staff in the implementation of student related assessment policies and providing advice and guidance where needed.

The post is full time and permanent. The hours are 40 hours per week based in Sceptre Court in Tower Hill.

Key Activities & Responsibilities

The post holder will have divided responsibilities across the following:

- Managing the implementation of the mitigating circumstances, academic misconduct, and academic appeals processes, by processing and approving claims in line with published regulations, providing guidance and liaising with staff and accurately logging and recording.
- Manage the implementation of the assessment boards including processing marks, servicing the Boards and submitting the data to the validating body.
- Supporting the academic staff and Head of Quality Assurance in the implementation of the annual monitoring process by providing data, liaising with the validating partner, proofreading documentation, and managing deadlines.
- Administering the College's student surveys including module surveys by developing and implementing surveys, reviewing the response data, providing guidance, and liaising with staff and accurately logging and recording.
- Supporting the implementation of the National Student Survey (NSS) by providing data to external bodies and the validating partner, and processing results for LCCA as required.
- Implement the College's student feedback processes including Boards of Studies and Student Forums, liaising with the Student Support Services, Student Representatives and college staff.
- Work with the Student Support Team in the return of the Unistats data.
- Working with the validating body in implementing validation and periodic review panels in line with guidelines, supporting staff, collating documentation, servicing and arranging the meetings and managing deadlines.
- Leading on the servicing of the governance structure, including ensuring committee dates are in place, minutes are taken, actions are completed and that the terms of references are met.
- Providing academic, administrative staff and students on processes related to quality assurance and delivering staff development where required.

- Supporting the Head of Quality Assurance in the implementation of LCCAs complaints procedures, including recording complaints, acknowledging student emails, and attending meetings where necessary.
- Supporting the Head of Quality Assurance in the management of external relationships in respect to quality assurance activities, including external reviews.
- Delegating for the Head of Quality Assurance when required.
- Ensuring LCCA, GUS and UCA policies are applied and adhered to.

Requirements for the role

Qualifications/Education

Essential	Desirable
<ul style="list-style-type: none"> • Bachelors degree or equivalent experience. • Evidence of CPD. 	<ul style="list-style-type: none"> • Membership of appropriate professional associations or relevant subject associations.

Knowledge & Skills

Essential	Desirable
<ul style="list-style-type: none"> • Knowledge of quality management/assessment processes within Higher Education (HE). • Excellent communication skills in both written and verbal formats. • Ability to analyse and interpret data and make recommendations. • Ability to form strong working relationships. • Knowledge of HE governance structures. • Strong IT literacy skills, especially of the MS Office package. • Excellent customer service skills • Ability to take minutes. • Ability to interpret and implement policies and regulations. • Flexible approach to working. • Able to work within a small team 	<ul style="list-style-type: none"> • Detailed Knowledge of the QAA and OfS including requirements of HE providers. • Knowledge of Complaints, Academic Appeals, Misconduct and Extenuation procedures. • Detailed knowledge of university governance structures.

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of academic quality or assessment related processes within UK Higher Education. • Experience of committee servicing. 	<ul style="list-style-type: none"> • Experience of collaborative partnerships • Experience and understanding of the QAA and OfS. • Experience of student complaints. • Project Management.

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| <ul style="list-style-type: none">• Experience of advising and implementing policy or regulatory documents.• Experience of collaborative working with staff from different departments.• Experience of building relationships.• Experience of working with different stakeholder groups including students.• Experience of processing data and proof reading.• Experience of implementing validation and review processes. | <ul style="list-style-type: none">• Working in a small team. |
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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.