

Job Description & Person Specification

Professional Services and Senior Manager (excluding VCE) roles

JOB DESCRIPTION

Job title	Education & Quality Officer (EQO)
School/Department	School of Health and Life Sciences
Location	Lanarkshire
Reporting to	School Operational Manager
UWS grade	G5
FTE	1

Job summary

<p>The postholder will:</p> <ul style="list-style-type: none"> • Line manage designated colleagues within the School Education and Quality team. • Design and implement systems and processes to support the development and provision of education and quality activities across the School. • Lead and co-ordinate the administrative support for School education and quality activities and various School fora. • Provide support to the Heads of Division and other senior colleagues as appropriate.

People & finance responsibilities

People	Line manage designated colleagues within the School Education and Quality team
Finance	There are no direct budgetary responsibilities associated with this post

Key responsibilities

<p>Key Result Areas:</p> <p>Staffing:</p> <ul style="list-style-type: none"> • Lead, manage and develop a School Education and Quality team, ensuring effective and efficient staff deployment to meet the changing needs of the School. • Lead and conduct administrative staff performance and development reviews (My Contribution) putting in place and monitoring appropriate interventions. • Responsible for leading Education and Quality team(s) meetings to facilitate proactive operational processes. <p>Service Delivery:</p> <ul style="list-style-type: none"> • Manage and direct student related administrative functions within the School which may include:
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- Enrolment
- Assessment, results, and progression/award
- School committee arrangements
- Quality Assurance and Enhancement
- Student Support activities e.g. extenuating circumstances, student academic integrity panels, appeals, complaints etc
- Academic Support in relation to the Student Journey
- Plan, establish and review administrative systems to support all aspects of academic administration in order to provide an efficient and effective service to support the School.
- Ensure efficient administrative support in relation to Divisional Programme Boards, School Boards of Examiners, School Assessment Boards, programme/module amendments, programme approvals, Institutional Led Reviews, professional accreditations and annual monitoring and review.
- Develop and co-ordinate the School process to ensure the integrity and accuracy of student data in Banner.
- Responsible for reviewing and managing programme and module data for each academic session to ensure compliance with regulations and the mapping onto Banner.
- Plan and co-ordinate support for Student Enrolment.
- Manage the co-ordination and timely production and dissemination of examination papers by developing School processes and procedures.
- Responsible for planning and co-ordinating the processes for School Boards of Examiners and School Assessment Boards to ensure accurate and timely processing of module results and progression and award decisions for students.
- Manage administrative support for School activities such as Open Days, summer schools etc.
- To advise and support academic staff and students by interpreting University regulations, policies and guidance, as they relate to the School.
- Liaise with other Service Delivery teams within the School to ensure a co-ordinated and seamless service.

Other:

- Contribute to the development of cross-university administration systems in conjunction with other Schools and Professional Service Support Departments.
- The post holder will be required to work closely with other Education & Quality Officers across the institution to ensure consistency in administrative support services.
- Participate on cross-University committees to influence and shape student administration policies and service delivery.
- Undertake any other relevant additional responsibilities/duties commensurate with the post. These duties are neither exclusive nor exhaustive and subject to revision in line with the objectives of the School.

Job scope

Planning and organising	<p>The postholder will:</p> <ul style="list-style-type: none"> ● Work closely with the School Operational Manager in relation to the strategic planning of the administrative function within the School, in accordance with both University and School’s Strategic Plan, working up to a year in advance. ● Plan the annual cycle of administrative activities needed to support the academic year.
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	<ul style="list-style-type: none"> • Be proactive in the designing and reviewing of systems and process to support the management of School resources. • Be expected to be able to reprioritise their own and assigned staffs' workloads to meet changing circumstances. • Work in partnership with the School Operational Manager or the School Business Manager (as appropriate) providing management information and support to enable the production of a variety of reports.
Decision making	<p>The postholder:</p> <ul style="list-style-type: none"> • Requires the ability to work largely autonomously and take independent action without recourse to the School Operational Manager. • Will have delegated authority to plan, organise and progress the workload of the Education and Quality team(s) over the academic year, ensuring that the relevant School and University deadlines are complied with.
Framework and boundaries	<p>The postholder will be required to:</p> <ul style="list-style-type: none"> • Interpret ordinances, statutes and regulations, as they relate to the School. • Develop, implement and maintain control systems in compliance with the regulations and quality procedures of the University and relevant external agencies. • Work in partnership with staff from the QuEST and Court & Senate Office to ensure School processes comply with University policy and meet the required deadlines.
Working relationships	<p>Internal</p> <p>The postholder will:</p> <ul style="list-style-type: none"> • Have daily contact with members of their team and the wider education and quality team(s); developing and motivating staff and delegating tasks as appropriate. • Work in partnership with internal departments to establish cross-University administration policies and agree deadlines to develop and enhance the student experience. • Participate in University events as required e.g. Graduation Ceremonies. <p>The post will involve regular contact with:</p> <ul style="list-style-type: none"> • The School Operational Manager to discuss and plan the development of education and quality activities. • Heads of Division to schedule resources for their particular administrative support requirements. • Other School Officers, Coordinators and Administrators within the School and within the University to ensure best practice and an equitable service is provided.

	<ul style="list-style-type: none"> Core academic Professional Support Services to manage cross boundary processes. <p>External</p> <p>The postholder will:</p> <ul style="list-style-type: none"> Liaise, develop and maintain relationships with external agencies and departments, as appropriate. Proactively establish effective relationships with external examiners, as appropriate. Promote the School in a professional manner at University events.
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PERSON SPECIFICATION

Qualifications

			Evidence A = Application I = Interview
Essential	QE1	Educated to degree level or equivalent experience.	A
Desirable			

Experience

			Evidence A = Application I = Interview
Essential	EE1	Demonstrable experience in: Administration, including leadership and management of administrative staff.	A/I
	EE2	The development, implementation and review of operational procedures.	A/I
	EE3	Committee management and report writing.	A/I
	EE4	Working with colleagues at a variety of levels across a large organisation.	I
	EE5	Using a student management system or other similar large database.	A/I
Desirable	ED1	Above experience is preferably from within a Higher Education environment.	A/I
	ED2	Experience of Banner as a student management system.	A/I
	ED3	Demonstrate experience to independently research, collate and format information/data as required, producing high quality reports, analysis and presentations for use by members of the School Leadership Team, such as School plans, Portfolio review documentation, workforce planning documentation.	I

Skills

Evidence A = Application I = Interview

Essential	SE1	Excellent IT skills, particularly Microsoft Office.	A
	SE2	Highly developed communication and leadership skills.	I
	SE3	Excellent Interpersonal and problem-solving skills.	I
	SE4	Proactive, highly focussed with the ability to forward plan, prioritise and organise work schedules with specific deadlines.	I
	SE5	Attention to detail and accuracy.	A/I
Desirable	SD1	Evidence of the ability to undertake independent research about specific required information and produce summary recommendations to inform decision-making.	I

Knowledge

			Evidence A = Application I = Interview
Essential	KE1	Knowledge and understanding of operational procedures for the delivery of a proficient administrative service.	I
	KE2	Commitment to continuous personal development.	A
Desirable	KD1	Knowledge of regulations, as they relate to the School; internal University procedures; procedures specific to relevant professional and validating bodies.	I

Behaviours

			Evidence A = Application I = Interview
Essential	BE1	Capable of working on own initiative, but also being part of a team and being flexible to support colleagues.	I
	BE2	Strong interpersonal skills with the ability to establish and maintain effective relationships with a variety of individuals at all levels within an organisation and externally.	I
Desirable			

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