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| **Higher Education Quality Officer** |

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| **Reporting to:** | HE Central Support Manager |
| **Working Hours:** | Full-time (37.5 hours per week) |
| **Salary:** | Scale 16-22 (£20,601 - £24,829) |
| **Position Code:** | PC S4 |
| **Annual Leave:** | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

**Job Purpose**

The postholder will be instrumental in providing and auditing information and data around student voice, internal and external verification, and will play a pivotal role in working across college to enhance the HE student experience. To provide excellent administrative support to the higher education team, dealing with all aspects of quality enhancement, servicing examination and course boards, updating student records and registry functions, and ensuring all aspects of HE activities are undertaken in a timely way according to service standards.

**Duties and responsibilities of the job**

1. **Main Duties**

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| 1. Support the implementation of all aspects of the HE Quality Cycle, develop and administer all aspects of the HE student voice process. |
| 1. To coordinate action planning and follow up of quality assurance outcomes to improve student experience. |
| 1. Lead in the production, administration and analysis of internal and external HE student surveys. |
| 1. Monitor the internal verification process, ensuring all stages have been completed. |
| 1. Organise and administer an enrichment programme for higher education students. |
| 1. Populate and maintain the higher education information page on the online learning environment. |
| 1. To support the HE Central Support Manager in the day-to-day running of the higher education office. |
| 1. To take responsibility for the accuracy of student module records and undertake data corrections, ensuring the appropriate evidence is stored for audit purposes. |
| 1. To service examination and course boards and fulfil regulatory requirements from partner institutions. |
| 1. To provide excellent customer service and communication by giving consistent guidance, instruction and information to HE students on university regulations pertaining to examinations and assessments. |
| 1. To assist the HE Central Support Manager in continually developing and promoting new practices, efficient working methods, and to ensure that best use is made of technology as it develops. |
| 1. Provide support with invigilation of exams and interviews (student and staff). |
| 1. To provide support to, and work in partnership with other College teams, in terms of the Higher Education offer. |
| 1. To support and help with the organisation of college events, including enrolment and induction events. |

1. **Continuous Professional Development**

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| 1. Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice. |
| 1. Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance progression. |

1. **Other responsibilities and duties**

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| 1. To undertake any further duties commensurate with the grade and responsibilities of the post allocated by the Line Manager or a member of SMT. |
| 1. To adhere to appropriate College policies including (but not limited to) safeguarding, equity & diversity, and health and safety. |

**Qualifications / Skills / Knowledge / Qualities**

At Plumpton College we are:

* Ambitious and Progressive
* Enterprising
* Professional
* Passionate about everything we do
* Supportive

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| **Essential criteria:** |
| 1. Knowledge of educational quality processes and cycles including internal verification and student voice. |
| 1. Demonstrable evidence of data management and information analysis, and continuously monitoring, evaluating and improving these. |
| 1. Administrative experience, working independently, and as a part of a team in a busy office-based environment. |
| 1. Good ICT skills, including using databases. |
| 1. Ability to work effectively in a team, to organise work priorities and to balance the needs of staff and students. |
| 1. Excellent communication and presentation skills through both written and verbal means. |
| 1. Understanding of, and commitment to equal opportunities. |
| 1. Ability to explain regulations and procedures in a clear and concise manner. |
| 1. Ability to work effectively to deadlines while under pressure. |
| 1. Ability to deal sensitively with anxious students. |
| 1. Level 2 Maths and English qualification as a minimum. |

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| **Desirable criteria:** |
| 1. Degree level qualification. |
| 1. Experience of working in a Higher Education environment. |
| 1. Experience of working with data in an educational environment. |
| 1. Knowledge of examination board and University regulations in regard to student progress and assessment. |
| 1. Knowledge of GDPR and Safeguarding issues. |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal