



Job Description

Job Title:	Quality Officer		
Department:	Performance & Planning	Location:	Thurso, Fort William or Stornoway
Grade:	£29,662 - £31,018, NSUP15-18		
Report To:	Quality Manager		

Job Purpose:

This post holder is primarily responsible for coordinating the development and ongoing review of policy, procedures systems and processes to ensure robust quality assurance and enhancement across the college. They are responsible for coordinating the flow of information between college staff and awarding bodies related to quality assurance and the awarding bodies auditable criteria. They are responsible for coordinating the provision of external examinations.

Context

The post is critical to UHI NWHs quality assurance and enhancement standards.

The role requires high level interface with all UHI NWH staff and departments

The post holder will have access to live assessments and other highly confidential information as such a high level of confidentiality is required.

The role will require the post holder to work widely in conjunction with UHI NWH college teams and staff in UHI partners

Key Accountabilities

1. Contributing to the development and implementation of systems/processes which support the college to meet the requirements of awarding bodies, quality agencies and the colleges own quality assurance and enhancement aspirations.
2. Facilitating, supporting the quality manager in the implementation of the Course Approvals process. This will involve providing staff with direction of how to implement the process, ensuring collation and monitoring of paperwork is undertaken and ensuring appropriate clerking duties are in place to support approval events.
3. Providing guidance to other members of the Quality & Exams team as and when required.
4. Undertake key responsibilities linked to the teams SharePoint area, maintaining accurate information and ensuring permissions and access is in line with legislation
5. Supporting the exams coordinator. This will involve planning and supporting the coordination of all external examinations working with the UHI examinations centre.
6. Working across the college to ensure adherence to key dates and to guidelines/regulations. This will include liaising with the Chief Invigilator for SQA exams and UHI Examinations Office for UHI Degree examinations.
7. Engages in cross-college, UHI partnership wide and national initiatives in line with the duties commensurate with the grade of this post.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

Quality Assurance

- Develop and maintain a range of quality assurance policies and procedures to ensure compliance with internal and external quality assurance standards.
- Providing effective advice on quality assurance.
- Coordinate, facilitate and communicate visits to the college in relation to quality matters. Visits include inspections, approvals, awarding body matters, enhancement visits and audits.
- Provide an effective interface and ongoing communication to ensure ongoing support and guidance on internal and external quality assurance matters.
- Ensure assessments sourced via the awarding body are provided to curriculum teams securely and in line with relevant policy and procedures.
- Coordinate and conduct internal quality assurance audits to measure compliance with internal and external standards. Facilitate other quality related meetings across teams as required.

Quality Enhancement

Contribute to the college enhancement agenda by;

- Ensuring individuals and teams have access to quality standards and are enabled to make improvements.
- Providing effective advice on quality enhancement.
- Support college teams with external recognition and awards
- Lead the implementation of NWH student survey systems and issue of outcomes, this includes representing NWH at a regional level to contribute to collaborative working across the region.
- Facilitating the collation and dissemination/sharing of best practice.
- Review, develop and continue to enhance college performance reporting to support college enhancement work.
- Coordinate, facilitate and communicate with key staff to ensure the implementation of complaints, complements and red button processes, this includes collation of data for reporting purposes.

Examinations

Support the exams coordinator with exam arrangements and associated tasks, including;

- Liaison as required with the SQA Chief Invigilator or other key contacts on behalf of the college.
- Collation of all exams planning data, such as student details, locations, invigilators, rooms.
- Secure storage, dissemination, packaging and submission of exam paperwork.
- Accurate completion and submission of any documents and records associated with exams.
- Working closely with the student experience and engagements teams to support the implementation of SQA estimate and Assessment Arrangements Processes.

Course Approvals

Coordinate the implementation of the course approvals process by;

- Providing support and advice to the wider staff body regarding the steps they must take to implement the process.
- Collating and reviewing paperwork to ensure that complete documentation is presented to any approval panels/events.
- Ensuring appropriate clerking duties are in place to support the documentation and outcomes from any approval panels/events.

General

Lead on the development and maintenance of Quality & Exams SharePoint sites, working under the guidance of the Team to.

- Ensure compliance with data protection requirements and college policy as required and ensure the security of assessments and other files within SharePoint.
- Implement appropriate information sharing and communication arrangements with colleagues.
- SharePoint site is kept up to date and adheres to records management requirements and confidentiality.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> HNC qualification Quality Assurance and Enhancement prior knowledge 	<ul style="list-style-type: none"> 1st Degree level or equivalent
Experience	<ul style="list-style-type: none"> Previous experience of working in a busy office environment Evidence of working as part of a wider team 	<ul style="list-style-type: none"> Experience of college educational environment and departments.
Knowledge & Skills	<ul style="list-style-type: none"> Excellent knowledge of awarding body systems Ability to provide solution focused systems for wider teams Excellent communication skills 	<ul style="list-style-type: none"> Knowledge of UHI/college processes. Experience of Microsoft SharePoint Experience of Microsoft Teams
Personal Qualities*	<ul style="list-style-type: none"> Ability to work effectively as part of a team. The ability to maintain confidentiality when dealing with records. The ability to organise your own work and the work of others effectively. Attention to detail Enjoy working in a process environment Also: see personal attributes framework 	<ul style="list-style-type: none"> Strong communication skills Confidence in conveying ideas / persuasions
Other	<ul style="list-style-type: none"> Commitment and ability to undertake and/or continue professional development in a relevant discipline Clean driving licence Be willing to work flexible hours when necessary to meet requirements of the post Be willing to regularly travel on College business, between centres, UHI and within Scotland Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 21 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This is a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point NSUP15-18, (£29,662 - £31,018 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at any of our Thurso, Fort William or Stornoway campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

