

**Job Description for the Post of Quality Manager (Ref: BS09/5)**

1. **General Details**

Job Title:	Quality Manager
Location:	Business School
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 9, currently £44,930 - £52,086 per annum

2. **Job Purpose**

To support and enhance the quality development of the School's curriculum portfolio. To be responsible for the co-ordination, operational management and development of quality management and quality enhancement systems in the Business School, providing staff development and leadership on all aspects of quality management.

3. **Relationships**

Responsible to: Director of Learning and Teaching

4. **Main Activities**

- a. To provide expert advice, guidance and development in order to take programme proposals from the planning stage through to validation – including those of a collaborative and partnership nature.
- b. To provide advice, guidance and support to the development of new programmes and the review and revalidation of existing programmes - including those of a collaborative and partnership nature.
- c. To work closely with the managers responsible for the School's collaborative awards to ensure that the quality procedures and processes operated by partners is consistent with the University's policies and procedures.
- d. To support and guide the annual monitoring process and to work closely with award teams to ensure that action plans are implemented.
- e. To work with award teams to oversee all operational processes related to student retention and progression.
- f. To assist the development and implementation of policy with regard to student representation, liaising with award teams and the Students' Union as necessary.
- g. To lead and deliver developmental activities and workshops for colleagues in the School and for external audiences, as appropriate, in relation to the quality development agenda.
- h. To maintain and update the School's Quality Assurance Handbook, offering guidance and support to user groups.
- i. To co-ordinate the dissemination of policies within the School, working closely with senior colleagues to ensure effective implementation and communication.
- j. To participate in, and contribute to, the work of the School's Assessment Boards and Award Boards, acting as a Chair as required.
- k. To participate in, and contribute to the work of School and University validation panels, acting as a Chair, as appropriate.

- l. To be a member of, and provide guidance to, the Business School Programme Approvals Sub-Committee.
- m. To undertake a co-ordination and management role with respect to academic appeals, complaints, plagiarism and other issues which impinge upon the student learning experience, chairing meetings as appropriate and representing the School within the University.
- n. To represent, and deputise for, the Director of Learning and Teaching as required in other relevant School and University committees.
- o. To ensure relevant aspects of Quality Management are fully represented in reviews and inspections.
- p. To undertake and oversee any other designated tasks associated with the operational management of Quality Management in the Business School.
- q. To undertake any other duties as may be required by the Dean in relation to the quality development and learning & teaching agendas.

*The above represents the range of generic activities which could be expected of the post-holder. It is neither prescriptive nor exhaustive.*

## 5. Person Sought

*This is a leadership and developmental role which touches on all aspects of the School's work. The post holder will be expected to take a dynamic and active approach to working with colleagues across the School and will need to draw upon excellent personal skills to enthuse and enable colleagues to bring change and help to develop the School in its educational endeavours.*

### Essential Criteria

#### *Qualifications, knowledge and experience*

- § Experience and knowledge of quality management and quality enhancement processes
- § Commitment to continual development, innovation and improvement in quality management processes
- § Experience of leading and managing staff and/or teams and of negotiating with team members in order to achieve specified objectives
- § A strong recent record of professional practice in relation to quality enhancement
- § Experience of and commitment to ensuring quality in all its aspects

#### *Skills and competencies*

- § Team leadership and management skills
- § Excellent communication skills and an ability to convey relevant ideas to a range of audiences with reference to practice and experience
- § Strong demonstrable organisational and administrative skills, particularly in relation to internal and quality management guidelines
- § Excellent interpersonal and negotiating skills
- § A willingness and ability to contribute to and lead (as appropriate) developments across the School and University
- § A collaborative, team-orientated working style
- § Highly motivated and enthusiastic

#### *Other Criteria*

- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

### Desirable Criteria

- § Recent and relevant experience in the operation of quality Management systems and processes in higher education or elsewhere
- § Recent and relevant experience in the development, innovation and improvement in quality management systems and processes in higher education or elsewhere
- § A strong relevant record of research in relation to quality management

## 6. Special Conditions

This is a permanent, 1.0fte post.

There will be a need for flexible working practices by the postholder to support the range and diverse nature of the School's provision – particularly in relation to partnership work. Part of this role may involve travelling to different delivery sites within the UK and may involve occasional overnight stays.

Overseas collaborations form an integral part of the School's portfolio. The postholder will be expected to engage with this portfolio which may include overseas travel.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

### Date Job Description Revised

November 2009

### Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Please note that CVs will only be accepted in support of a fully completed application form.

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto:jobs@staffs.ac.uk) or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

**PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 15 DECEMBER 2009**

### Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate.

Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

**If you require a copy of the vacancy information in large print please contact us**

## Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

### Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

### Eligibility to Live and Work in the UK

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

### CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

### Qualifications

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

### Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

### Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

## Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post:-

Grade	Number of Days Worked per Week *		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

\* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday  
Easter Monday  
May Day  
Spring Bank Holiday Monday  
Late Summer Bank Holiday Monday  
Christmas Day to New Year's Day (inclusive)

### Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

### Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.