

**Job Description for the Post of  
Quality Administrator (Ref: LW08/3b)**

1. **General Details**

Job Title:	Quality Administrator (0.5 FTE)
Location:	Law School
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 4 currently £18,116 - £20,937 per annum pro rata

2. **Job Purpose**

The Quality Administrator is responsible for administering all aspects of the School's quality support function; providing administrative support for School quality issues and award support activities and events; and contributing, as a member of the School's administration support team, to the provision of administrative services in the School.

3. **Relationships**

Responsible to: Business Manager via the Administration Manager

4. **Main Activities**

- § To provide administrative support for the smooth and effective running of the School's quality support work.
- § To represent the School at University wide expert working groups relating to quality, ensuring effective communication of issues arising from these groups.
- § To manage the School's award and validation procedures, liaising with Programme Area Manager, Award Teams, Module Leaders, External Rapporteurs, QIS and External Examiners.
- § To accurately input all modular award/area structures onto Thesis plus for the full range of awards within the School, ensuring that all approval processes have been completed.
- § To be responsible for the School's resource library which holds all documentation from all monitoring, reviews and validation meetings etc, ensuring that they are catalogued and accessible from one resource. This includes the co-ordination of archiving the assessment scripts, in accordance with the University's regulations.
- § To manage and co-ordinate the School's validation and annual monitoring schedule in co-operation with the Programme Area Manager. Organise School validations and provide administrative support and processing of sign off procedures.
- § To provide support for the process of annual monitoring within the School, including the preparation of documentation, production of statistics and arranging and servicing the monitoring meetings, in accordance with the School's policy on annual monitoring.
- § To produce statistical and other reports from Business Objects, as required.
- § To assist in the production of the quality handbook for the School, producing clear and up to date procedures for all quality assurance processes.
- § To provide a first point of contact for School quality related queries and enquires, both internal and external to the School and University.

- § To provide administrative support for the School's Quality Assurance and Enhancement committee and sub-committees. This includes drafting agendas, organising papers, minute taking, processing of action points co-ordination and processing of new/amended modules and management of Thesis entry of such.
- § To prepare and collate relevant documentation and prepare reports to support the School with respect to internal and external quality reviews and accreditation visits.
- § To be responsible for External Examiner administration, including appointments, development events, liaison with External Examiners, hospitality, accommodation arrangements, payments, maintaining a file of reports and distribution of reports to academic staff and the School Quality Assurance and Enhancement Committee.
- § To administer the School's systems for dealing with plagiarism cases, appeals and complaints.
- § To be responsible for Extenuating Circumstances administration including acting as secretary to, and undertake administrative actions in preparation for and resulting from, the Extenuating Circumstances Panel.
- § To act as the School's Student Representatives Co-ordinator, taking a leading role as the focal point within the School for student representation-related issues, working closely with management colleagues within the School and award tutors in order to progress actions and initiatives agreed by University in this area.
- § To develop and analyse the statistical data relating to the students undertaking awards in relation to the School's validation/review, annual monitoring and academic review work, as required.
- § To assist in the receipt and return of Undergraduate, CPE and LLM assignments.
- § To assist in the operation of the assessment process.
- § To assist with the module enrolment process.
- § To service allocated School committees, boards and panels, deputising for other administrative colleagues as required within the School.
- § To contribute to the provision of administrative support in the School as part of the Admin Support Team, including providing reception cover as and when required.
- § To contribute to the development and review of administrative procedures, as a member of Admin Support Team.
- § Any other duties that may be required from time to time, by the Business Manager or Administration Manager.

## 5. Person Sought

### **Essential Criteria:**

- § Educated to HNC/D or equivalent or have previous experience of working in Higher Education at the level of the post
- § Proven administrative experience
- § Previous experience of implementing administrative systems
- § Experience of working within a quality role, preferably within a Higher Education environment
- § Excellent organisational skills, including ability of time management, ability to assess priorities and organise work requirements accordingly, and the ability to undertake multiple tasks/projects and meet agreed deadlines
- § Ability to use constructive assertiveness, as appropriate to the situation
- § Ability to work as part of an effective team to deliver high-quality, customer-focused support
- § Excellent written and oral communication skills
- § Excellent interpersonal skills with both internal and external clients
- § Good IT skills – with knowledge of Microsoft Office software
- § The ability to remain calm and work effectively in a pressured office environment
- § Possess high level of accuracy and attention to detail
- § Self motivated
- § Ability to work on own initiative with a minimum of supervision

- § Experience of committee servicing
- § Have a flexible approach to work and ability to deal with peak workloads and deadlines
- § Flexibility in working practices and hours of employment (when required)
- § The ability to travel between the University's sites, as required
- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuous Professional Development (CPD) at the University

**Desirable Characteristics:**

- § Working knowledge of TheSiS Plus and Business Objects

**6. Special Conditions**

The post is for 18.5 hours per week on a permanent basis. The hours of work are Monday to Friday, 1:00pm – 4:30pm, with an additional 1 hour to be worked flexibly over the course of the week (e.g. commencing earlier or finishing later).

It may be necessary for the post holder to alter their hours occasionally to undertake duties (i.e. validation events) which run for a full day, for which time off in lieu will be given.

**Date Job Description Revised**

January 2010

**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.

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: 9 FEBRUARY 2010**

**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.