

# Quality Manager (Continuous Improvement)

## Quality and Standards Office



### A Message from the Vice-Chancellor

The University has enjoyed substantial growth in student numbers over recent years and we have developed into a broad based University offering some 15,300 students a wide range of programmes. As Vice-Chancellor it is my intention to create an environment where the University is an inspiring place to work, where every individual feels able to contribute towards the wider educational and societal mission of the University so that higher education has the potential to transform the lives of individuals and communities.

I would like to personally thank you for taking an interest in this role and Canterbury Christ Church University.

Yours faithfully

Professor Rama Thirunamachandran  
Vice-Chancellor & Principal





## The Post

Job Title:	Quality Manager (Continuous improvement)
Reference:	REQ01073
Location:	Canterbury
Reports to:	The Director of Quality and Standards
Responsible for:	Quality Administrators

## About the Faculty/School/Department

For further information about the Faculty and School please use the following links:

<https://www.canterbury.ac.uk/quality-and-standards-office/quality-and-standards-office.aspx>

## Main Purpose of the Role

The Quality and Standards Office provides advice to the University, partners and its staff on issues of quality and standards and operates the processes that the University has put in place to ensure that programmes are of an appropriate quality and standard and meet national expectations. It has responsibilities specifically around: programme approval modification and review; regulations, policies and procedures; annual monitoring; collaborative provision and external examiners.

The University is introducing new structures for the setting and maintenance of academic standards and the management of the quality assurance and enhancement of the student experience to ensure that arrangements are based on a strategy of continuous improvement. The main elements of the new arrangements are the introduction of Boards of Studies, which will require a structured reflection on student outcomes, a streamlined approval processes, and a revised system of periodic programme review that embeds responsibility within Schools.

The University has initiated a major change programme, the Academic Journey Project, a modernisation project to ensure curriculum frameworks, policies, procedures and regulations deliver improved student experience, outcomes and retention. The Quality and Standards Office [QSO] is making a substantial contribution to several areas within this Project, including the introduction of two-tier Boards of Examiners. These innovations are being rolled out both within the University and across the University's complex portfolio of collaborative partners,

An essential aspect of this role will be to support the Quality and Standards Office in delivering change programmes both within the University and at partners. The post holder will:



- play a key role in managing the introduction of these arrangements and will, thereafter, take the lead on behalf of the Quality and Standards Office in sustaining operational aspects for the delivery of the continuous improvement of academic programmes, ensuring consistency of practice across the University, and its partners, based on data informed evidence;
- ensure management information and other quality data is accessible to colleagues in faculties, partners and within the central University, and be proactive in the development of effective systems and processes to enhance the annual programme review quality cycle to ensure that it is focused on continuous improvement;
- manage delivery against objectives, identified key performance indicators and ensure high quality service across the team.

#### Main Duties

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| <ul style="list-style-type: none"> <li>• Working with colleagues across the University and with partners, lead the implementation and management of structures and processes that support the continuous improvement of academic programmes.</li> </ul>                | <ul style="list-style-type: none"> <li>• Work with colleagues to ensure that the University's annual quality cycle of monitoring and review drives forward the continuous improvement of programme delivery and the student experience.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Represent the Quality and Standards Office at relevant Academic Journey Projects, lead on the quality assurance aspects of its delivery.</li> </ul>   | <ul style="list-style-type: none"> <li>• Work with the Strategic Lead for Quality and Standards to play a leadership role in the operation of the quality assurance procedures that manage complex University partnerships</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Manage the operation of the University's external examiner procedures to ensure that external examiners are appointed in good time and there is institutional oversight of the external examiner reporting process</li> </ul> | <ul style="list-style-type: none"> <li>• Provide leadership within the Quality and Standards Office to ensure the effective management and operation of key aspects of University and collaborative provision.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Provide appropriate leadership within the wider community of academic and professional service staff to enhance the University's commitments to a high-quality student experience.</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Work closely with colleagues in Planning and Academic Administration and in Faculties, Schools and partners to ensure that the quality assurance for the operation of Boards of Examiners and dependent student procedures are met in full.</li> </ul> |

<b>Person Specification</b>			
<b>Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
Degree, relevant professional qualification or equivalent experience in relevant discipline	X		Application form, Certificates
<b>Experience and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	
Extensive knowledge of the HE sector including working with external examiners	X		Application form, interview, presentation
Experience of supporting quality assurance activities within an HE environment	X		Application form, interview
Demonstrable experience of producing, manipulating and using qualitative and quantitative data to enhance student experience	X		Application form, interview
Demonstrable experience of working with the administration or management of collaborative partnerships		X	Application form, interview
Demonstrable experience of the workings of an academic Faculty/School/Department		X	Application form, interview
Working, influencing and negotiating with stakeholder groups (internal and external)	X		Application form, interview
Demonstrable experience of staff leadership, management and development	X		Application form, interview
Experience of staff policies, procedures and budgets	X		Application form, interview
Previous experience of working with complex data systems, such as Access or SAS Visual Analytics	X		Application form, interview
Taking a pro-active approach to forward planning whilst remaining flexible to changing needs	X		Application form, interview
Previous experience of working in a management role in a complex organisation		X	Application form, interview
Knowledge of academic quality and professional statutory regulatory bodies (PSRB) regulations	X		Application form, interview
<b>Skills and Attributes</b>	<b>Essential</b>	<b>Desirable</b>	
Strong leadership skills with the ability to generate ideas and motivate others both internally and externally	X		Application form, interview
Excellent written and oral communication skills with an ability to produce clear, written reports and present statistical data and analysis in an accessible way for non-technical users, and to bridge cultural barriers	X		Application form, interview
Excellent negotiation and influencing skills	X		Application form, interview
Good organisational and time management skills; scheduling and prioritising multiple projects and tasks with varying deadlines	X		Application form, interview
Excellent customer service ethos to enable effective delivery of services to internal and external stakeholders at all levels	X		Application form, interview

Able to establish and maintain productive professional relationships with colleagues and partners	X		Application form, interview
Creative and innovative approach to problem solving	X		Application form, interview
Ability to manage change and respond positively to new challenges	X		Application form, interview
Capacity and willingness to engage in discussions and to suggest improvements for administrative processes	X		Application form, interview
Developing and leading effective and efficient teams	X		Application form, interview
Qualities	Essential	Desirable	
Pro-active, responsive, self-motivated, approachable and confident	X		Interview
Professional approach, manner and appearance	X		Interview
Ability to work under pressure	X		Interview
A high degree of judgement in providing advice and making recommendations	X		Interview
A flexible and adaptable attitude, including occasional evening and weekend working and off-site travel where required	X		Interview
Solution focused with a high degree of judgement to make recommendations or decisions	X		Interview
An ambassador for professionalism and customer service	X		Interview
A methodical and organised approach to work	X		Interview
Demonstrate a high level of integrity and honesty, and an ability to manage information confidentially and sensitively	X		Interview





## Terms of Appointment

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Contract type	Permanent Full time
Hours of work	The standard weekly hours of work are 37 per week for all staff (pro rata for part-time staff). Staff in grade H or above are expected to work these hours flexibly and in such a way as to perform the duties of this post effectively.
Grade and Salary range	Grade H Salary £33,797 - £35,845 per annum.
Annual leave	25 days, rising to 27 days after the completion of five years' service. With part-time and part-year (temporary) posts, annual leave is pro rata to this entitlement.
Pension	<p>The University is an admitted body to the Local Government Pension Scheme. Employees contribute between 5.5% and 12.5% depending on actual pensionable pay. The employer contributes 17.5%.</p> <p>Further information can be found at <a href="http://www.kentpensionfund.co.uk">www.kentpensionfund.co.uk</a></p> <p>If you have been in the USS scheme prior to joining the University, without more than a month's break you may choose to remain in this Scheme.</p>
Disclosure and Barring Service	Due to the nature of the duties of this post, a Disclosure & Barring Service check will be made before appointment of the successful candidate is confirmed.
Informal Enquiries to	Claire Alfrey, Strategic Lead for Quality and Standards

## Appendix 1 Organisation Chart

