

Job Description

Prifysgol Wreccsam
Wrexham University

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Faculty/Department	Quality Office
Section	SPSA
Job Title	Head of Quality
Reports to	Director of SPSA
Grade	MAN2

Principal Accountabilities

This post is a senior role responsible for the provision of professional advice and strategic oversight on all aspects of quality assurance and enhancement and of the ongoing development and implementation of the University's academic quality assurance and enhancement strategies, policies and procedures. The role will provide both the Executive team and the Board of Governors with the necessary information to allow them to have oversight of the quality assurance position in the context of expectations from regulators and the delivery of excellent student experience. The postholder will have a primary role in preparing the institution for quinquennial audit and other external reviews.

Key Tasks

- Work with and support the Acting Deputy Vice-Chancellor and Director of SPSA to enhance and deliver the University's quality assurance framework
- Oversee revision, enhancement and delivery of the University's academic quality assurance and enhancement strategies, procedures, policies and related regulations.
- Manage the University's relationship with the external quality bodies including the designated quality body' appointed by the Welsh regulator and ensure that external requirements and expectations are reflected within the University's policies and procedures
- Ensure that quality and enhancement processes are developed in line with sector and regulator guidance and frameworks, and maintained at an appropriate level

- Ensure that quality processes support the achievement of institutional strategic objectives and promote enhancement of the student experience;
- Ensure the effective delivery of academic quality assurance and enhancement activity for the University and ensure appropriate provision of professional advice and support to Faculty colleagues;
- Ensure external quality assessment requirements are met through providing strategic reports for the University's Board of Governors;
- Support the Director of SPSA and Acting Deputy Vice-Chancellor in delivering strategic objectives for student learning, achievement and satisfaction;
- Set standards for the production of internal quality assurance reports and committee minutes and oversee the delivery of these.
- Assume overall responsibility for preparations for external quality reviews, including comprehensive documentation as required.
- Develop and enhance the partnership with the Student Union in the context of student engagement in quality assurance and enhancement.
- Work closely with the Partnerships Office to oversee and support the standard and quality of the University's partnership provision.
- Provide strategic direction for staff support, guidance and staff development across the University as it relates to quality assurance;
- Input into curriculum development and quality assurance processes to support the University's development of an internationally relevant curriculum and modes of delivery suited to market demand.
- Lead the Quality Office team ensuring excellence in intra-team communication and team-working, effective delegation, high quality service delivery and excellent support to applicants, students, faculty staff and others.
- Set standards of service delivery by the Quality Office and ensure delivery against these.
- Be data informed and data-led in planning and decision making.
- Effectively engage externally across the sector and take a leadership role in doing so, working with external agencies, and be able to report in detail on ongoing sector-wide strategic and operational challenges and provide solutions to these.
- Be informed about both UK-wide and Welsh regulations, initiatives and strategies related to quality matters and work collaboratively to meet new challenges these raise.
- Effectively plan and manage the Quality Office budget.
- Support the Chair of the Academic Board to ensure they are fully briefed on the activities of the committee, and act as Chair or Vice-Chair to subcommittees and working groups as required.
- Report as requested to the Senior Management Team regarding quality assurance matters.
- Advise the Deputy Vice-Chancellor and other members of the University Executive team as required in respect of ongoing quality assurance matters.
- Deputise for the Director of SPSA and the DVC as appropriate.
- Undertake other duties as may reasonably be required within the remit of the post, under the direction of the Director of SPSA.

Special Features

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Prifysgol Wreccsam
Wrexham University

Job Title: **Head of Quality**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Evidenced excellent ability to build productive relationships and networks internally and externally.	A/I	E
		1.2	Highly skilled negotiator at all levels	A/I	E
		1.3	High level of professionalism and commitment	A/I	E
		1.4	Excellent communication skills, both written and oral	A/I	E
2	General & Specialist Knowledge	2.1	Bachelor's degree	A/C	E
		2.2	Master's degree	A/C	E
3	Education & Training	3.1	Relevant management experience in a higher education setting	A/I	E
		3.2	Extensive in-depth knowledge and experience of quality assurance matters in the UK higher education context	A/I	E
		3.3	Extensive knowledge and experience of UK regulatory oversight, review and audit processes.	A/I	E
		3.4	Experience of acting as an external QA reviewer	A/I	D

4	Relevant Experience	4.1	Ability to communicate in Welsh	A	D
5	Special Requirements				
Date of Revision					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

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