

Job Description

Prifysgol Wreccsam Wrexham University

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Sustainability.

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Faculty/Department	Strategic Planning and Student Administration
Section	Quality and Regulation
Job Title	Quality and Regulation Manager
Reports to	Head of Quality
Responsible for	Manage the Quality and Regulations team and oversee operational arrangements related to core quality assurance and enhancement processes and activities.
Grade	SA&P2

Principal Accountabilities

The role holder will lead, manage, coordinate and monitor the effective and efficient delivery of services across the areas of academic quality assurance and regulatory compliance in order to support the University's Vision and Strategy. They will provide expert advice and guidance to the senior University team and a range of colleagues on matters relating to academic quality and standards in particular and will be responsible directly to the Director for ensuring University processes and systems effectively address required external compliance standards specific to HE such as through QAA and other requirements. They will work collaboratively across all areas of the Directorate and in partnership with Faculties and with other Professional Services to deliver effective, accessible and relevant services.

Key Tasks

1. Lead and manage the team, maintaining effective oversight of all aspects of academic quality assurance and regulatory compliance for the University, and in providing the related assurance required both internally and externally (eg for QAA reviews).
2. Act as key contact for relevant external quality assurance agencies, keeping internal procedures under review and working with colleagues to ensure that best practice is embedded.

3. Lead the regular review of relevant Regulations, Policies and Handbooks related to the areas of Quality Assurance and Regulatory Compliance to ensure they continue to be fit for purpose and reflect sector best practice. Ensure timely communication both internally and to relevant academic partner institutions of any enhancements made.
4. Produce evaluative annual overview reports on validation, external examiner reports, and annual monitoring exercise to inform institutional decision-making.
5. Provide advice internally on quality and standards assurance and regulatory compliance, coordinating and delivering training and guidance sessions as appropriate.
6. Participate in and contribute to external networks and maintain an overview of external reference points. Represent the University at external events, such as conferences and meetings relevant to the post holder's areas of responsibility.
7. Be responsible for overseeing the operation of the RPL/RPEL procedure at institutional level, keeping it under review and proposing revisions as appropriate.
8. Maintain oversight of established processes but also help identify and develop new approaches to, information governance and compliance that will enable the University to develop and follow best practice.
9. Maintain a register of all professionally accredited programmes at the University, ensuring the team support Faculties to ensure that all programmes meet the requirements of the most up-to-date professional standards.
10. Act as Secretary to Academic Board and ensure effective committee servicing of Academic Board and all its sub-committees.
11. Providing annual reports on the implementation of relevant policies and procedures to Academic Board and/or its sub-committees as required.
12. Maintain oversight of the Student Behaviour Procedures and as directed by SPSA Director and case work. Monitor developments in the Office of the Independent Adjudicator and act as the OIA Point of Contact.
13. Provide guidance and support for the Students' Union in respect of relevant policies and procedures as required.

Special Features

This role is based out of Wrexham University's Plas Coch campus, however flexible and remote working will be considered.

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: **Quality and Regulations Manager**

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	Excellent oral and written communication skills including report writing, writing minutes and drafting of policy and procedural documents.	A, I	E
		1.2	Able to use IT effectively, and be highly proficient in the use of Microsoft Office, spreadsheets and databases.	A, I	E
		1.3	Able to embrace change and motivate others during times of change.	A, I	E
		1.4	Able to work within deadlines, managing multiple concurrent project deadlines and complex tasks, including the work of others	A, I	E
		1.5	Systematic approach, excellent attention to detail and an understanding of the importance of accurate record keeping	A, I, P	E
		1.6	Ability to take creative and innovative approach and to translate ideas into implementation plans	A, I, P	E
		1.7	Ability to interact effectively with a range of stakeholders including staff at all levels and a wide range of stakeholders	A, I, P	E
		1.8	Able to deputise for senior colleagues and/or other colleagues when required.	A, I	E

2	General & Specialist Knowledge	2.1	Knowledge and understanding of QA systems & processes and of compliance requirements relevant to the Directorate	A, I, P	E
		2.2	In-depth knowledge and understanding of the UK HE quality framework and understanding of the current and expected changes to UK HE context and challenges facing WGU in the Welsh, British and global contexts.	A, I, P	E
		2.3	Knowledge and experience of SITS student records or systems or a similar package.	A, I	E
		2.4	Experience of committee serving and report writing	A, I	E
3	Education & Training	3.1	Graduate or equivalent academic or professional qualification or relevant experience	A, C	E
		3.2	Postgraduate Qualification, preferably in education management or professional practice	A, I, C	D
4	Relevant Experience	4.1	Experience of working in higher education administration and an understanding of key elements of higher education student experience, especially in relation to quality assurance and academic regulations, undertaking a role as part of a team that involved leading/co-ordinating the work of others.	A, I	E
		4.2	Experience of report writing, Committee Servicing, & Quality Assurance systems in UK Higher Education	A, I	E
		4.3	Experience, and confidence in, leading a team, including managing and allocating workloads.	A, I	E
		4.4	Experience of translating policy requirements into actionable practical tasks or systems.	A, I	E
		4.5	Experience of deputising for senior colleagues.	A, I	D
		4.6	Experience of change management and its implementation.	A, I	E
		4.7	Experience of working with professional, statutory and regulatory bodies.	A, I	D

5	Special Requirements	5.1	Able to think strategically at a business level.	A, I	E
		5.2	A creative and confident thinker, who will develop creative solutions to overcome challenge.	A, I, P	E
		5.3	Personal dynamism, demonstrating drive, innovation and initiative.	A, I	E
		5.4	Ability to work and respond within challenging timeframes, adopting a flexible and positive approach to ensure outcomes are effectively delivered.	A, I	E
		5.5	Able to travel to partner sites if required, in the UK and overseas	A, I	E
		5.6	The ability to communicate in the Welsh language.	A, I	E
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

