



THE POST

College/ Service:	Education and Student Support
Department:	Teaching Quality Assurance and Enhancement
Post:	Senior Quality and Standards Advisor (Apprenticeships)
Reference No:	R75480
Grade:	F
Reporting to:	Quality and Standards Manager
Responsible for:	Line management of Quality and Standards team members, where required.

Job Description

Organisational Context

The University of Exeter is a Russell Group university that combines world-class research with very high levels of student satisfaction. Our vision is to become one of the most successful universities in the world, one that makes the exceptional happen by challenging traditional thinking and defying conventional boundaries. Exeter has over 21,000 students from more than 130 different countries and is in the top 1% of universities in the world with 98% of its research rated as being of international quality. Our research focuses on some of the most fundamental issues facing humankind today. Fifty percent of our organisation is made up of Professional Services support staff that partner closely with the Academic colleges to ensure we achieve our strategy and vision.

Quality and Standards

Quality and Standards is one of four departments within the Teaching Quality Assurance and Enhancement directorate and has responsibility for delivering the policies and processes held in the Teaching Quality Assurance (TQA) Manual. Quality and Standards work in partnership with academic and professional services staff, students and external partners to deliver quality assurance functions that include: the approval and amendment of programmes and modules, academic partnerships, quality review, and accreditation by external professional, statutory and regulatory bodies. Quality and Standards support the Academic Dean for Students and Associate Academic Dean for Students, coordinating working groups of stakeholders across the university, to develop the policies which ensure the university's compliance with the requirements of the Office for Students (OfS), Quality Assurance Agency (QAA), Ofsted and Competition and Markets Authority (CMA).

Main purpose of the job

The primary focus of this post is to lead the development, review and continuous improvement of TQA Manual policies and procedures for our portfolio of apprenticeship programmes. The post holder will work with apprenticeships staff, apprentices and employers to ensure that quality assurance policies and processes meet the needs of apprenticeship programmes, including their structure, timing, data requirements and governance. The post holder will ensure that policies align with the requirements of professional, statutory and regulatory bodies (PSRBs), the Office for Students (OfS), Quality Assurance Agency (QAA), Ofsted and the Competition and Markets Authority (CMA). The role will be responsible for leading working groups with colleagues across the university,

drafting policies, and working closely with the operational support teams to plan and implement any changes to current practice, providing high quality advice and guidance.

Main duties and accountabilities

1. Develop, review and manage the policies and identified procedures that support the University of Exeter's quality and standards activity to ensure that they are effective, efficient and appropriate for apprenticeship programmes
2. Support the work of the apprenticeship team in Innovation, Impact and Business (IIB), advising on the application of University of Exeter policy and procedures in relation to quality and standards
3. Plan, develop and implement communications with relevant stakeholders for apprenticeships to ensure that engagement takes place in a timely and helpful manner.
4. Ensure that policy and procedures for apprenticeship programmes are effective and support successful implementation of the Teaching Quality Assurance (TQA) Manual
5. Ensure that internal policy and procedures align with external quality and standards expectations and regulations (i.e. Office for Students, Ofsted, Quality Assurance Agency, CMA, PSRBs).
6. Provide expert advice and support (including the development of training materials) to professional services and academic colleagues regarding quality and standards policies and procedures for apprenticeships
7. Represent Quality and Standards at meetings with internal partners and external organisations, as appropriate, and develop professional working relationships with stakeholders.
8. Participate in the development of improvement initiatives and enhancement activities, where required.
9. Work collaboratively with other team members in Quality and Standards to build and deliver streamlined, reliable, consistent, fit-for-purpose and high-quality policies and processes
10. Act as line manager for identified members of the Quality and Standards team, where required.
11. Ensure the accuracy and reliability of information and data contained in the University of Exeter systems used to manage quality and standards activity.
12. Contribute to and support the work of relevant boards, committees and working parties, as appropriate.
13. Support the work of the Academic Dean for Students and Associate Academic Dean for Students.
14. Ensure due diligence in the establishment of new apprenticeship programmes, partnerships and accreditation by Professional, Statutory and Regulatory Bodies (PSRBs), and during the annual programme and module review, amendment and approval process, and annual quality review processes
15. Support the development and enhancement of university technologies and systems which relate to the delivery of quality and standards objectives.

The post will require remote working in the first instance with flexible working on an on-going basis.

This job description summarises the main duties and accountabilities of the post and is not comprehensive. The post-holder may be required to undertake other duties of similar level and responsibility.

General

All TQAE staff are expected to support the University's objectives by providing high quality professional services to students, staff and external partners, as effectively and efficiently as possible within available resources. TQAE staff are expected to:

- Take a proactive approach to understanding our customers and how we can best meet their needs.
- Work together in a mutually-supportive way and towards shared priorities in a professional and customer-focused manner and assist across TQAE where required.
- Take shared responsibility for the smooth operation of administrative processes.
- Respond to enquiries (in person, by telephone or email) from staff, students and visitors promptly and pleasantly.
- Provide cover and support for colleagues and teams during peak periods, holidays or illness.

· Undertake other duties and projects as may be reasonably required by the Quality and Standards Manager in accordance with the grade of the post.

Person Specification

Competency	Essential	Desirable
Attainments/Qualifications	Educated to degree level or equivalent	Relevant Higher Degree
Skills and Understanding	<p>Understanding of compliance with external regulatory requirements in Higher Education or Further Education (i.e. Office for Students, Ofsted, Quality Assurance Agency, Professional, Statutory and Regulatory Bodies, CMA)</p> <p>Effective clear and concise verbal and written skills to communicate complex information to a variety of audiences, including senior leadership, and through a range of communication modes</p> <p>Demonstrable aptitude for problem-solving and ability to proactively identify and implement opportunities for the development of policy and continuous improvement of processes</p> <p>Ability to plan and organise your own and others' workloads, set priorities and work to multiple deadlines whilst remaining calm under pressure</p> <p>Excellent information and communication technology (ICT) skills and information/database management skills</p> <p>Ability to work with people from a wide range of cultural, social and language backgrounds</p> <p>Ability to lead, motivate and influence others</p> <p>Ability to think creatively, innovatively and proactively, working with external partners and organisations to explore solutions</p> <p>Committed to excellent customer service to provide advice and guidance for stakeholders Ability to offer constructive and enabling solutions to queries and problems being mindful of the competing pressures on stakeholders</p> <p>Knowledge of academic practices in Higher Education and/or Further Education</p>	<p>Knowledge and understanding of the importance of compliance with University of Exeter internal Teaching Quality Assurance (TQA) policy and procedures</p> <p>Knowledge and appreciation of the role of governance either in higher education, further education or similar organisations</p> <p>Knowledge and understanding of Degree Apprenticeships and Ofsted</p>

	<p>Knowledge and understanding of the importance of compliance</p> <p>An understanding of risk-based approaches to quality assurance</p>	
Prior Experience	<p>Significant experience of data collection, analysis and presentation</p> <p>Significant experience of report writing such as policies and procedures</p> <p>Significant experience in and mapping complex processes, tracking progress and reporting on outcomes</p> <p>Significant experience of participating in and/or supporting boards, committees, working groups or similar</p> <p>Recent, relevant and significant experience of working in Higher Education or Further Education with apprenticeships and/or Ofsted</p> <p>Significant experience of managing and promoting change within a team context</p>	<p>Experience of leading and/or contributing to staff development, particularly in relation to the quality assurance of teaching and learning</p> <p>Experience of developing and implementing quality and standards policies and processes in Higher Education and/or Further Education</p> <p>Experience developing Degree Apprenticeship programmes</p> <p>Experience of working with Ofsted</p>
Behavioural Characteristics	<p>Confidence to diplomatically Negotiate and influence stakeholders</p> <p>Flexible and adaptable</p> <p>Integrity and discretion</p> <p>Ability to lead change</p>	
Circumstances		

Terms & Conditions

Our Terms and Conditions of Employment can be viewed [here](#).

Further Information

Please see our [website](#) for further information on working at the University of Exeter.