



LIVERPOOL HOPE
UNIVERSITY

175 YEARS OF ACADEMIC
EXCELLENCE

SENIOR QUALITY OFFICER – 2BDAF5

RECRUITMENT PACK

Closing date: Wednesday 10 April
2024 by 12.00pm

Included in this pack

Role Outline

Job Specific Details

Job Description / Role Profile

Person Specification

Further information and Benefits of Working at Liverpool Hope University

Useful Links and How to Apply



LIVERPOOL
HOPE
UNIVERSITY
1844

PERSONNEL DEPARTMENT RECRUITMENT PACK

POST: Senior Quality Officer

STARTING DATE: ASAP

SALARY RANGE: £45,585 - £54,395 (Grade 8) per annum

TYPE OF CONTRACT: Permanent

WORK PATTERN: Monday to Friday – 09.00 a.m. to 5.00 p.m.

REPORTS TO: University Registrar

THE POST:

Liverpool Hope University is a vibrant community of scholars, students and support staff. We are proud of past, confident in our present and ambitious for our future. Liverpool Hope has developed an ethos that brings together scholarship, research and teaching.

We are looking to appoint an exceptional candidate to provide fully informed and up-to-date expert advice and guidance to the whole University community on all issues relating to quality assurance. Working in association with the University Registrar the successful candidate will ensure that the University is fully compliant with both the external and its own QA requirements, policies and practices and to oversee the operational aspects of the course approval system, ensuring that it is used appropriately and in a timely manner for the commencement of new courses. The successful post holder will work with key staff to ensure that the whole University community is fully conversant with the University's quality processes and to advise them in the discharge of their own quality-related processes. The post holder will be part of the team that will prepare the University for external and internal audits, including those undertaken by Ofsted and relevant regulatory bodies.

The ideal candidate will have a thorough understanding of the UK academic infrastructure, including OfS and Ofsted requirements. You will also have experience in coordinating and responding to external reviews and of the processes and events relating to External examiners. Experience of creating and delivering relevant training and the ability to form effective working relationships internally and externally is essential.

The successful candidate will have excellent communication and organisational skills and the ability to prioritise and manage workloads. The ability to strategically scan and understand the developments and trends in the HE sector is essential. Applicants should have the ability to analyse complex information and come to considered judgement, as well as transferring this information effectively to reports, policy documents and committee papers.

The post is permanent, subject to the normal probationary period of twelve months.

JOB DESCRIPTION/KEY DUTIES OF THE POST:

Job Title	Senior Quality Officer	Code	
Subject/Service Area	Student Support & Wellbeing		
Reports to	University Registrar		
Accountable To	University Registrar		

Purpose of Job

Working in association with the University Registrar:

- Act as a Quality Assurance expert in order to provide fully-informed and up-to-date expert advice and guidance to the whole University community on all issues relating to quality assurance.
- To lead the University approach to Quality Assurance acting as the primary source of advice in ensuring that the University is fully compliant with both external regulatory framework/ audits and its own QA requirements, policies and procedures;
- To lead and develop operational aspects of the institutional strategic approach to quality enhancement including course design and approval, ensuring that the processes are robust and consistently applied.
- To work in close association with the University Executive Managers (UEM) offering expert advice to ensure that they are fully conversant with the University's quality processes and to advise and assist them in the discharge of their own quality-related responsibilities;
- To represent the University externally in relation to Quality Assurance in order to develop and maintain key external networks and national assurance/regulatory bodies
- Be fully engaged with the University metrics and input into major projects and initiatives where the metrics fall below institutional expectations.
- Advise on strategic developments in relation to shaping the quality management framework and academic processes in line with the Key Performance Indicators associated with the University Strategic Plan.
- Develop and deliver training initiatives for academic staff in quality assurance processes, policies and procedures and ensure that such staff are kept fully up to date with external and internal quality frameworks;
- To work with the DVC & Provost to ensure that students are fully and effectively represented in the design and operation of the University's quality processes.

Key Tasks / Responsibilities

- Ensure that appropriate quality management processes are in place to ensure compliance with internal and external standards
- Develop a culture where quality assurance is viewed as a key element of the quality of the student experience.
- Keep fully up-to-date with external legislation, regulation and policy relating to quality assurance
- Present training events on matters relating to quality assurance.
- Provide high level, expert advice to the whole University community in relation to quality assurance
- In conjunction with the University Registrar, take overall responsibility for key elements of the University quality assurance processes including course design and approval, external examining systems, annual review and enhancement.
- Lead the strategic development of Quality Assurance processes that play a key role in ensuring the University meets its Conditions of Registration. This includes processes such as annual reflection and enhancement .
- Have oversight of the University metrics and advise on appropriate responses from a Quality assurance lens.
- To lead, manage and guide designated staff as and when required to ensure that the University is compliant with quality assurance and regulatory frameworks
- With the approval of the University Registrar proactively seeking out opportunities for engagement with QA processes external to the University;
- Undertaking any other cognate duties that may be reasonably required at this grade as assigned by the University Registrar.

Work Performed (relating to key tasks)

- Meet regularly with the UEMs with regard to quality matters as they relate to individual subjects;
- Work with subject-based staff to ensure that quality processes, for example course approval, monitoring, review and reapproval, are undertaken within the required timeframe and in keeping with the University's approved policies;
- Advise Academic Heads via the UEMs on course approval, monitoring and reapproval processes;
- Work with the Head of Student Data Team to operate the course evaluation process;
- Work with senior colleagues on oversight of University academic partnerships and accreditations.
- Have responsibility for the University's QA website to ensure that it is of high quality and is maintained so as to reflect current University practice;
- Form external networks through which to ensure the University is compliant with the national quality assurance agenda including legislation, regulations and policy.
- Take responsibility, working with the University Registrar and with appropriate faculty-based senior staff, for the University's response to *all* external reviews and inspections;
- Work with academic subject areas to review metrics from a quality assurance perspective.
- Contribute to the leadership and operation of the team. The postholder will supervise the workstream of team members relating to quality assurance

Materials, resources & equipment to be used
Standard IT equipment SITS Terminal 4 Excel, Business Objects Internal IT systems
Qualifications / Experience Required
Extensive experience of QA processes preferably in HE
Regular contacts (internal / external)
University Registrar Head of Student Data and Returns Compliance and Accreditations Officer Colleagues in Academic Schools/Departments University Executive Managers

NAME OF CONTACT FOR QUERIES:

Dr. Cathy Walsh
University Registrar
walshc@hope.ac.uk

CONDITIONS OF SERVICE:

This post is based at the Hope Park Campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent subject to the normal probationary period of twelve months.

Salary scale for this post is £45,585 - £54,395 (Grade 8) per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. Factors which may be taken into consideration when deciding an appropriate starting salary include; previous relevant experience in relation to the role and person specification, consideration of the current salary of the successful candidate (where this can be confirmed by documentary evidence or a reference from the existing employer), consideration of Equal Pay legislation and external market factors. A higher salary should not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and supported by evidence. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

PERSON SPECIFICATION

Methods of assessment

Application form (A)

Interview (I)

Presentation (P)

Educational Requirements	Essential (E)/ Desirable (D)	Method of assessment
Undergraduate Degree	E	A
M Level qualification	D	A
Other relevant experience	D	A/I
Professional/Technical & Occupational Training	Essential (E)/ Desirable (D)	Method of assessment
Relevant training or experience – This may include extensive experience of Quality Assurance work usually in another HEI, or external experience as, for example, an Ofsted Inspector, QAA auditor, OFS or PSRB panel member	E	A/I
Ability to access, understand and process data sets which may be of a complex nature	D	A/I
Experience	Essential (E)/ Desirable (D)	Method of assessment
Thorough understanding of the UK academic infrastructure, including OFS and Ofsted requirements	E	A/I/P
Operation of course approval and review processes	E	A/I
Leading initiatives from a Quality Assurance perspective to improve the student experience	E	A/I
Experience in leading/coordinating external reviews and implementing recommendations	E	A/I
Experience of the operation of the External Examiner system in Higher Education and its local implementation.	E	A/I
Skills and Knowledge	Essential (E)/ Desirable (D)	Method of assessment
Excellent organisational skills and the ability to prioritise	E	A/I

Strong analytical skills with the ability to collect, organise, analyse and disseminate information	E	A/I
Proficient in the use of Excel and familiar with complex data dashboards relevant to the metrics relevant to HE Quality assurance	D	A/I
Ability to display confidence and competence in a wide range of situations and audiences	E	A/I/P
Ability to strategically scan and understand developments and trends in the HE sector and use these to inform internal processes	E	A/I/P
Experience of creating and delivering training at an appropriate level for a wide range of academic and professional services colleagues.	E	A/I
Experience of drafting reports including those based on data sets, policy documents, committee papers and managing projects in a complex organization	E	A/I
Ability to communicate through all mediums with a wide range of audiences	E	A/I/P
Confident and effective presentation skills	E	A/P
Exceptional leadership, interpersonal, team and networking skills and the ability to form effective working relationships and partnerships internally and externally	E	A/I/P
Proven ability to work under pressure and to deadlines and to prioritise and manage personal workloads	E	A/I
Any other requirements	Essential (E)/ Desirable (D)	Method of assessment
Proactive approach to tasks, with the ability to lead on implementation of solutions to issues and problems identified	E	A/I
Flexible, well organised and adaptable approach to work	E	A/I
Attention to detail and accuracy	E	A/I
Willingness to undertake training and development if appropriate	E	A/I
Commitment to the Mission and Values of Hope and its strategic aims.	E	A/I

FURTHER INFORMATION

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties.

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its

operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Opportunities to participate in overseas exchange with Erasmus Staff Mobility
- Staff development opportunities

Health and Well-being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme

- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

Useful Links

www.hope.ac.uk/lifeathope/welcome

www.hope.ac.uk/personnel

www.hope.ac.uk/jobs

www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff

www.hope.ac.uk/media/liverpoolhope/contentassets/media,42616,en.pdf

How to Apply

You can download the application form by the links below, or request a hard copy by emailing jobs@hope.ac.uk. You must return a Personal Details form (pages 1-3 or 1-4, depending on the version) and a Work History form (pages 4-8 or 5-8, depending on the version) for your application to be accepted.

<https://www.hope.ac.uk/aboutus/jobopportunities/howtoapply/>

