University of
Reading

JOB DESCRIPTION

Vacancy reference:	SRF35700
Post Title:	Senior Quality Support Officer (Module Evaluation)
Grade:	Grade 6
School/Department:	Centre for Quality Support and Development
Reports to:	Director of Quality Support and Development

Background

The Centre for Quality Support and Development (CQSD) provides integrated support for all aspects of quality assurance, quality enhancement and staff development in relation to teaching and learning across the University. As part of its responsibilities, CQSD supports the development of, and provides expert advice on, University policies and procedures in relation to teaching and learning, manages a range of quality assurance processes, and co-ordinates approval and monitoring processes for partnership programmes. CQSD is responsible for servicing the University Board for Teaching and Learning and Student Experience.

Purpose

To co-manage, in close collaboration with the software provider, the software application (EvaSys) used for module and programme evaluation, and develop its use by the University.

To co-manage the University's module evaluation process (i.e. the process by which students provide feedback on their modules).

To co-manage surveys for programme evaluation, delivered through the software application (EvaSys).

As a member of the Centre for Quality Support and Development, the post-holder will also support other aspects of quality management and enhancement across the University, as required.

Main duties and responsibilities

The key duties of the post-holder will be:

1. To co-manage, in close collaboration with the software provider, the software application (EvaSys) used for module and programme evaluation, and develop its use by the University, including:
   - Acting as one of the primary contacts with the supplier
   - Liaising with the software provider in relation to technical aspects of the system and process
   - Ensuring the effective day-to-day operation of the system
   - In collaboration with Digital Technology Services and the supplier, identifying and ensuring the resolution of software issues
   - Developing the University's use of EvaSys functionality, as appropriate, to

support the University's needs, including carrying out testing of new software features and upgrades
- Developing expertise in the EvaSys software.

2. To co-manage the University's module evaluation process, including:
    - Liaising with Schools in relation to module evaluation and configuring their requirements in EvaSys
    - Developing, creating and generating module evaluation questionnaires
    - Co-ordinating and scheduling module evaluation questionnaires delivered online
    - Undertaking analysis of data through EvaSys / Excel and the creation and dissemination of reports to Schools
    - Ensuring the ongoing development of module evaluation processes.

3. To co-manage surveys for programme evaluation, including:
    - Responding to requests from Schools wishing to facilitate programme evaluation using EvaSys surveys
    - Creating and generating programme evaluation questionnaires, as required
    - Co-ordinating the production and distribution of hard-copy questionnaires, as appropriate
    - Undertaking analysis of data through EvaSys / Excel and the creation and dissemination of reports to Schools
    - Ensuring the ongoing development of programme evaluation surveys.

4. To support the development of institutional policies on module and programme evaluation.

5. To contribute to, advise and service working groups/Committees, primarily related to the management of academic standards and quality.

6. To maintain your professional development and further develop your expertise.

7. To undertake such projects and other duties as may be assigned from time to time by the Director of Quality Support and Development.

Supervision received

Line management and supervision is provided by the Director of Quality Support and Development.

Supervision given

Day-to-day supervision and delegation of tasks is given by the Senior Quality Support Officer to Quality Support Officers, as appropriate to their specific areas of work.

Contact

Beyond the Centre for Quality Support and Development, the post will have regular contact with:

1. Academic staff, including School/Department Directors of Teaching and Learning (or their equivalents)
2. Programme Managers and other Support Centre staff
3. SIS Office
4. Digital Technology Services
5. Design and Print Studio
6. EvaSys

Terms and conditions

The post is a part-time (0.6 FTE), permanent post. There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 14 January 2016

PERSON SPECIFICATION

Job Title	School/Department
Senior Quality Support Officer (Module and Evaluation)	**Centre for Quality Support and Development**

Criteria	Essential	Desirable
Skills Required	• Excellent analytical and problem-solving skills • Excellent writing skills, including the ability to write about complex matters concisely and with clarity and precision • Excellent oral communication skills • Ability to manage relationships, to establish and maintain trust, and to adapt personal style to different situations • Excellent organisational skills • Ability to manage projects • Ability to work confidently and effectively with large volumes of data • Aptitude for working with large databases • Excellent IT skills, including a high level of proficiency in Excel and good proficiency in other Microsoft packages and an aptitude for learning new packages • Ability to interpret and critically evaluate complex documents • Accuracy and attention to detail, while maintaining a clear perspective on a larger context	
Attainment	• Degree or equivalent	
Knowledge		• Good understanding of the principles of quality assurance and enhancement • Good understanding of EvaSys software • Knowledge of data protection principles and General Data Protection Regulation

Relevant Experience	- Experience of working with complex systems - Experience of handling large volumes of data effectively - Experience of writing minutes and reports for working groups and/or committees	- Experience of working with a SITS system - Experience of staff supervision
Disposition	- A commitment to academic integrity and quality assurance in higher education - Ability to exhibit tact and diplomacy but also, where required, appropriate firmness in discussions and negotiations - A strong collegial ethos - Ability to build on new ideas and to seek out opportunities for constructive change - Ability to work through to a solution with resilience and persistence - Ability to organise own workload and work without supervision - Approachable and adaptable - Flexible attitude to work - Willingness to contribute to the broad aims of the office and to support colleagues at busy periods	

Completed by: Keith Swanson