

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF28720
<b>Post Title:</b>	Senior Quality Support Officer (Module/Programme Evaluation and Module Descriptions)
<b>Grade:</b>	Grade 6
<b>School/Department:</b>	Centre for Quality Support and Development (CQSD)
<b>Reports to:</b>	Director of Quality Support and Development
<b>Responsible for:</b>	N/A

## Purpose

Working as part of the Centre for Quality Support and Development (CQSD) which 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, Learning and Student Experience.

The main purpose of this role is to manage, in close collaboration with IT Services, the software application (EvaSys) used for module and programme evaluation, and develop its use by the University.

In addition, to manage the University's module evaluation process (i.e. the process by which students provide feedback on their modules), manage surveys for programme evaluation, delivered through the software application (EvaSys) and to manage the development, maintenance and publication of module descriptions.

## Main duties and responsibilities

The key duties of the post-holder will be:

### *Module and Programme Evaluation*

1. To manage, in close collaboration with IT Services, the software application (EvaSys) used for module and programme evaluation, and develop its use by the University, including:
  - Acting as primary contact with the supplier
  - Liaising with IT Services in relation to technical aspects of the system and process
  - Ensuring the effective day-to-day operation of the system
  - In collaboration with IT 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
  - Developing expertise in the EvaSys software.

2. To manage the University's module evaluation process, including:
  - Liaising with Schools in relation to module evaluation and configuring their requirements in EvaSys
  - Using University systems to obtain module and student data for upload into EvaSys.
  - Developing, creating and generating module evaluation questionnaires
  - Managing module evaluation questionnaires delivered online
  - Co-ordinating the production and distribution of hard-copy questionnaires, as appropriate, and the return and scanning of completed questionnaires
  - Managing the analysis of data using EvaSys and Excel, and the dissemination of reports
  - Managing the ongoing development of module evaluation processes
3. To manage surveys for programme evaluation delivered through EvaSys, 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, and the return and scanning of completed questionnaires
  - Managing the analysis of data using EvaSys and Excel, and the dissemination of reports
  - Managing the ongoing development of programme evaluation surveys
4. To support the development of institutional policies on module and programme evaluation.

### *Module Descriptions*

5. To manage and provide operational support for the development, maintenance and publication of module descriptions (except for Henley Business School), including:
  - Planning the schedule for processes relating to the development, publication and maintenance of module descriptions
  - Providing advice and support to Schools on these processes, and, in particular, in preparation for and during the rollover of module descriptions for teaching provision for the next academic session
  - Managing, and contributing to the processing of, module descriptions and the creation of new module descriptions, including checking their consistency with University policies
  - Publishing new and amended module descriptions
6. To support the development of institutional policies on module descriptions and to ensure their compliance with regulatory requirements, including the UK Quality Code and Competition and Markets Authority guidelines
7. To work closely with the Student Information Systems team in the development of workflow processes relating to module descriptions within the RISIS Client and RISIS Portal, and develop related user guides for staff.
8. To be a member of the Module Selection Delivery Steering Group, which meets on a monthly basis to coordinate operations relating to module selection across the University.

### *Other*

9. To support the Annual Quality Assurance Report process for a number of Schools, including the review and analysis of reports and the preparation of an executive summary report
10. To contribute to, advise and service working groups/Committees, primarily related to the management of academic standards and quality

11. To maintain your professional development and further develop your expertise
  
12. 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 overall supervision is provided by the Director of Quality Support and Development, with a Senior Quality Support Officer providing day to day supervision and delegation of tasks as appropriate to their specific areas of work.

### **Supervision given**

N/A

### **Contact**

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

1. Academic staff, including School Directors of Teaching and Learning, Department Directors of Teaching and Learning, and Module Convenors
2. Support Centre Managers and other Support Centre staff
3. Teaching and Learning Deans
4. SIS (Student Information Systems) Office
5. Professional and support staff in Henley Business School
6. IT Services
7. Design and Print Studio

### **Terms and conditions**

The post is full-time. 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:** 10 May 2019

# PERSON SPECIFICATION

Job Title	School/Department
Senior Quality Support Officer (Module/Programme Evaluation and Module Descriptions)	Centre for Quality Support and Development (CQSD), Academic and Governance Services

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills (oral and written) including the ability to write about complex matters concisely and with clarity and precision</li> <li>• Ability to manage relationships, to establish and maintain trust, and to adapt personal style to different situations</li> <li>• Ability to work with a range of senior academic and support staff and exhibit tact and diplomacy but also, where required, appropriate firmness in discussions and negotiations</li> <li>• Aptitude for working with large databases, understanding of data structures and working confidently and effectively with large volumes of data</li> <li>• Excellent analytical and problem-solving skills</li> <li>• 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</li> <li>• Ability to manage, organise and prioritise workload and projects effectively and proactively without the need for close supervision</li> <li>• Accuracy and attention to detail, while maintaining a clear perspective on a larger context</li> <li>• Ability to interpret and critically evaluate complex documents</li> </ul>	
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Strong honours degree or equivalent</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good understanding of the principles of quality assurance and enhancement</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of the QAA Quality Code</li> <li>• Good understanding of EvaSys software</li> </ul>

		<ul style="list-style-type: none"> <li>• Knowledge of data protection principles and General Data Protection Regulation</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with complex systems (processes/procedures and IT)</li> <li>• Experience of handling large volumes of data effectively</li> <li>• Experience of managing evaluation processes in higher education</li> <li>• Experience of working with and across teams to problem solve issues effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with a SITS system</li> <li>• Experience of writing minutes and reports for working groups and/or committees</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• A strong commitment to academic integrity and quality assurance in higher education</li> <li>• A strong collegial ethos</li> <li>• Ability to build on new ideas and to seek out opportunities for constructive change</li> <li>• Ability to work through to a solution with resilience and persistence</li> <li>• Approachable and adaptable</li> <li>• Flexible attitude to work</li> <li>• Willingness to contribute to the broad aims of the office and to support colleagues at busy periods</li> </ul>	

Completed by: Keith Swanson	Date: 1/5/2019
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