



JOB DESCRIPTION

1. Job specifics	
Job Title:	Programme and Quality Assurance Administrator
Reports to:	Pathway Centre Manager (Roehampton University)
Location:	Operations
Department:	

2. About the role	
What you'll be doing?	To be responsible for activities associated with administration, student support, communication and team work within an Higher Education Environment The position is split between two functions however both have student service at their heart so your day will be spent actively working directly with home, EU and international students or other staff who do such as lectures, admissions, welfare and library services.
Key Responsibilities	<p>Administration - to develop and assist the maintenance of consistent and accurate data and documentation along with the organisation, communication, reporting and preparation of activities such as</p> <ul style="list-style-type: none"> - Staff and student meetings - quality assurance events; reviews, validations/revalidations and inspections - assessment approval and moderation - academic misconduct cases, - Student induction, attendance and assessment - Programme set up on the VLE (Virtual Learning Environment), timetabling and room allocation - Academic procedures including the recording of assessment marks, moderation, student progression and preparation for examination boards. <p>Student support - to provide first line face to face, email or telephone support for students in relation to</p> <ul style="list-style-type: none"> - Academic assessment procedures, hand in dates and signposting to University regulations - Pastoral support referring students to the appropriate University and/or QA services including welfare, library, Finance and International Student Officer. - Systems access including the VLE, attendance, and online library. <p>Communication and teamwork - to develop processes and procedures alongside other QA staff to</p>

	<ul style="list-style-type: none"> - Ensure the highest level of customer service is being given be it by phone, email or face to face - Assist the tutor team in the preparation, collation and collection of materials/resources for classroom activity and meetings - Develop strong relationships with University teams (e.g. Admissions, International Team, Welfare and the Student Union) and to act as a liaison point b - To produce reports and disseminate student data as required (e.g for QAHE Admissions and Recruitment) - On occasions attend or lead social activities <p>Professional to at all times engage with both internal and external stakeholders to promote QA programmes and services including</p> <ul style="list-style-type: none"> - Adhere to all Company policies, including, but not limited to Health and Safety policy, IT User policy and Anti-Bribery policy. - Any additional tasks that you are assigned by your line manager or a senior member of staff.
KPIs & SLAs	<ul style="list-style-type: none"> • Response times and accurate provision of support information to students • Compliance with university specific quality management systems • Timely reporting on key quality assurance functions including but not limited to student feedback and academic misconduct. • Maintenance of accurate data and organisation of files, shared information and student feedback
Key Working Relationships	<ul style="list-style-type: none"> • University Partners • Registry • Student Services • Academic team both in Roehampton and QA

3. About You

Skills & Abilities	<ul style="list-style-type: none"> • Experience in administration in Higher Education with experience of quality assurance processes an advantage • Excellent written and oral communication skills • Excellent attention to detail • Competence in using Microsoft software applications such as Word and Excel
Your Experience	Experience in education, ideally in HE.

Your Knowledge	N/a
What you'll bring to QA	Willingness to undertake a DBS check prior to formal start date being confirmed.

4. About QA

<p>About us</p>	<p>We shape the next generation of technologists, leaders and innovators. By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning For over 30 years, we've worked in technology - where the impact of great learning is changing the world. A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes. Driving this revolution? People. And this is where we come in. People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together. People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
<p>We promise to be</p>	<p>Bold</p> <ul style="list-style-type: none"> • Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. • We contribute (insightfully) to the debate inside and outside QA. • We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> • We spend time getting to know you - our learners and our customers - to earn your trust. • We connect a solution to your problem - we have tonnes of different services to help you. • We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> • We embrace change - and support it. • We challenge ourselves to use the latest technologies and methods - no matter how out there. • We're curious - about what you do, about what the person

	<p>next to you does, about our customers and our learners.</p>
<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> • Season ticket loan • Discounted gym membership • Cycle to work scheme