

JOB DESCRIPTION

Job Title:	Senior Manager for Quality & Compliance
Responsible to:	Director of Programme Administration, Quality and Standards
Grade:	UK Campus Professional Services Grade 4

Job Summary & Job Purpose

The Senior Manager role within the Department of Quality and Compliance will play a leadership role in the quality assurance for maintaining all accreditations and validation agreements.

Under the direction of the Director of Programme Administration Quality and Standards, the appointee will plan, supervise and take part in all aspects of data management and quality assurance. The appointee will also contribute to the development and implementation of School regulations, policies and procedures for quality assurance and enhancement and to make sure all is in line with relevant regulatory bodies. The appointee will provide training on quality procedures and monitor compliance against applicable standards and regulations. The appointee will also carry out internal and external audits.

Main Duties and Responsibilities

- To ensure the School meets all of its Compliance requirements with the OfS, OIA and other bodies
- To manage the Quality & Compliance team;
- To facilitate the development and implementation of systems and processes to monitor compliance with quality, risk management standards and regulatory frameworks;
- To support the School to deliver its statutory duties, particularly in relation to the duties of quality and equality, student experience and safeguarding vulnerable adults;
- To provide timely updates on quality events and processes to the Director of Programme Administration, Quality and Standards and Dean;
- To look after periodic reviews of compliance and further develop, implement, continuously improve and manage Quality Systems;
- To provide advice and assistance to the academic community on the School's to safeguard and improve quality standards in order to meet the expectations of the Office for Students and Quality Assurance Agency and other regulatory and accreditations bodies;
- To supervise the validation agreement with City University for ESCP Europe and ensure all requirements are met and documentation is produced
- To Chair, Deputise or attend as appropriate, meetings with varied internal and external key stakeholders to facilitate the delivery of the strategic objectives as well as supervise the presentation of review meetings;
- To support the School to deliver its statutory duties, particularly in relation to the duties of quality and equality, student experience and safeguarding vulnerable adults;
- To liaise with and advise relevant staff within the School to ensure that they are clear about their responsibilities in relation to the quality cycle and the provision of information and reports;
- To represent the Quality team in QA related meetings;



- To provide advice and assistance to the academic community on the requirements of and process for programme design and approval;
- To oversee the various processes surrounding programme and module approval, modification and re-approval and to write reports;
- To provide support and advice to the chairs of quality related committees and boards;
- To further develop, implement, continuously improve and manage Quality Systems;
- To act as a point of contact for questions and requests for advice about committee and board meetings, and the main point of contact for queries and requests from committee members and senior members of staff regarding quality matters;
- To lead and fully participate in the process of ensuring the School maintains its various accreditations and validation (including AACSB, Equis, AMBA, French CGE for MSc awards, the validation by City University of the MIM programme and professional accreditations e.g. Energy Institute; CIM);
- To oversee the collation, analysis and dissemination of academic management information in particular, and the generation and reporting of student progression and achievement data, meeting requirements including those of HESA, OfS, QAA, OIA and Prevent Duty;
- To ensure specific processes, procedures and work instructions are documented, controlled and communicated effectively and also review them regularly;
- To oversee the maintenance of the official repository of the documentation from programme validation and all relevant information to accreditation or validation reviews;
- To monitor and review the flow of information through the committee cycle and its provision to relevant staff;
- To supervise and produce all submissions and returns to regulatory bodies including OfS;
- To supervise the organisation of review meetings;
- To provide timely updates on quality events and processes to the Director of Programme Administration, Quality and Standards and Dean;
- To implement AACSB AoL requirements and contribute to AACSB, AMBA, Equis submissions and reviews.
- To initiate and supervise the school's TDAP application;
- To participate in the development of training programs;
- To improve the quality culture, and promote quality awareness through training, mentoring and participation in teams and task forces;
- To undertake such other duties as may be reasonably expected.

Person Specifications: Skills/Experience Required:

Education & Experience

You should possess:

- A degree or equivalent level qualification;
- Previous experience within a similar role or environment;
- A good understanding of governance and decision-making processes, and the management of committees;
- Advanced knowledge of Microsoft Outlook, Word and Excel;
- Close familiarity with the QAA's Quality Code;
- Familiarity with the OfS, HESA and other regulatory bodies;
- Familiarity with a student information system would be an advantage.

Skills

You should be:

- Highly organised, fast and efficient, ability to multi-task and organise others;
- Excellent attention to detail and deadlines;
- Excellent oral and written communication skills and ability to professionally represent senior management;
- Ability to filter information and assess priorities;
- Proven analytical skills – the ability to assimilate detailed information and identify key issues;
- Ability to prioritise and manage own workload amid conflicting demands and busy work periods;
- Ability to think ahead and anticipate needs before they arise.

Personal Traits You must have the:

- Ability to work under pressure and be flexible as part of a small team.
- Ability to develop and maintain good working relationships at all levels, including during difficult or challenging circumstances;
- Ability to exercise discretion in dealing with confidential or sensitive matters, and be able to deliver difficult messages with diplomacy and tact; And you must be:
- Confident and able to work on own initiative and with limited supervision.