

Post Details		Last Updated: November 2023	
Faculty/Administrative/Service Department	Academic Quality Services		
Job Title	Assistant Registrar (Quality)		
Job Family	Professional Services	Job Level	4
Responsible to	Head of Academic Quality Services		
Responsible for (Staff)	N/A		
<b><u>Job Purpose Statement</u></b>			
<ul style="list-style-type: none"> <li>To be responsible for the development, management and implementation of University quality assurance policies and procedures in line with institutional and sector regulatory requirements.</li> <li>To provide advice, guidance, and support to academic colleagues regarding matters including, but not limited to, validations, periodic reviews, modifications, engagement with PSRBs, accreditations, academic partnerships, external examining, and regulatory matters.</li> </ul>			
<b><u>Key Responsibilities</u></b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> <li>To provide expert advice and support to academic and professional services staff relating to quality assurance and regulatory issues.</li> <li>To be responsible for a subset of core areas within the remit of the Academic Quality Services team, ensuring institutional approaches are fit for purpose and implemented in line with expectations.</li> <li>To review the University's policies and procedures to ensure continuous improvement and adherence to national requirements and best practice.</li> <li>To manage programme validations and periodic enhancement events including shared responsibility with Faculties for liaison with Professional, Statutory and Regulatory Bodies (PSRBs) in relation to accreditation and re-accreditation activity and to maintain the University's register of accredited programmes.</li> <li>To oversee modification activity in relation to an allocated Faculty and to work closely with the relevant Faculty teams to ensure proposals are progressed appropriately.</li> <li>To develop training and resources in areas of allocated responsibility for the benefit of academic and professional service colleagues.</li> <li>To contribute to the broader functions of the Academic Registry through the management of committees/working groups, ad hoc casework and supporting the work of other Registry teams at peak periods.</li> <li>To maintain a knowledge base through attendance at national meetings and keeping up to date with relevant publications.</li> </ol>			
<b>N.B. The above list is not exhaustive.</b>			

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

**Elements of the Role**

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

**Planning and Organising**

The post holder will have a large degree of autonomy in planning their workload in order to meet deadlines and work within the University's academic and quality assurance framework. Planning for many of these activities such as annual programme review, validation and enhancement events takes place on an annual cycle and needs to ensure that actions are fed through to relevant committees, that they are in accordance with University regulations and policies and that decisions which effect student choice of programme and modules take account of external requirements (such as the Competition and Markets Authority). The post holder will be responsible for the development and delivery of training as required for the areas they co-ordinate.

**Problem Solving and Decision Making**

The post holder must demonstrate comprehensive knowledge and understanding of quality assurance in dealing with queries, problems and in making decisions. Working on their own initiative, the post holder must be able to draw on this knowledge to ensure that University regulations and policies meet internal and external requirements and where appropriate make decisions to minimise risk.

The post holder is expected to resolve the majority of problems or issues faced through identifying the key components of the problem and applying their knowledge and experience to generate solutions to produce acceptable outcomes. The post holder would be expected to consult with the Head of Academic Quality Services in dealing with complex enquiries but would be expected to propose solutions for consideration that arise. The impact of making a wrong decision would be significant as it could lead to a breach of regulations or policy and could lead to reputational damage to the University with external regulatory agencies.

**Continuous Improvement**

Continuous improvement is a key element of this post. The post holder is expected to be proactive in identifying where improvements to validation and periodic enhancement procedures are required and then manage the implementation of such improvements. Major changes would need to be approved by the Head and then through the University's academic governance structure.

The postholder is also expected to demonstrate flexibility as the areas of defined responsibility may change over time to enable all members of the team to broaden their experience.

**Accountability**

The post holder works with foresight and in an independent manner, organising and prioritising their work in order to successfully meet Academic Registry and University requirements. They have the freedom to take a pro-active approach and to decide how to achieve the desired results, provided these are consistent with their objectives and any guidance provided by the Head of Academic Quality Services.

<b><u>Dimensions of the role</u></b>		
The regulations, policies and procedures that the post holder advises on are University-wide and so impact on all staff.		
<b><u>Supplementary Information</u></b>		
The post holder is expected to maintain their knowledge base through attendance at national meetings and keeping up to date with literature/information produced by the OfS, QAA, CMA and other relevant sector bodies. They are also expected to join relevant sector networks.		
<b>Person Specification</b> This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
<b>Qualifications and Professional Memberships</b>		
Degree, HND, NVQ4 qualified in a relevant subject plus several years' relevant experience		E
OR		
Significant vocational experience, demonstrating development through the acquisition of appropriate specialist knowledge and involvement in a series of progressively more demanding/relevant work/roles		
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	<b>Essential/Desirable</b>	<b>Level 1-3</b>
Experience and understanding of quality assurance policies and processes in higher education	E	3
Experience of managing programme validation and periodic enhancement processes in higher education	E	2
Experience of policy development and implementation in a higher education context	E	2
Ability to use effectively Microsoft Office, Email, the Internet, databases and systems that support quality assurance activities	E	2
Experience of servicing committees	E	2
Experience of developing and running training sessions	D	2
<b>Special Requirements:</b>		<b>Essential/Desirable</b>
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		3
Problem Solving and Decision Making Skills		3
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		1
Managing and Developing Performance		1
This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The		

University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

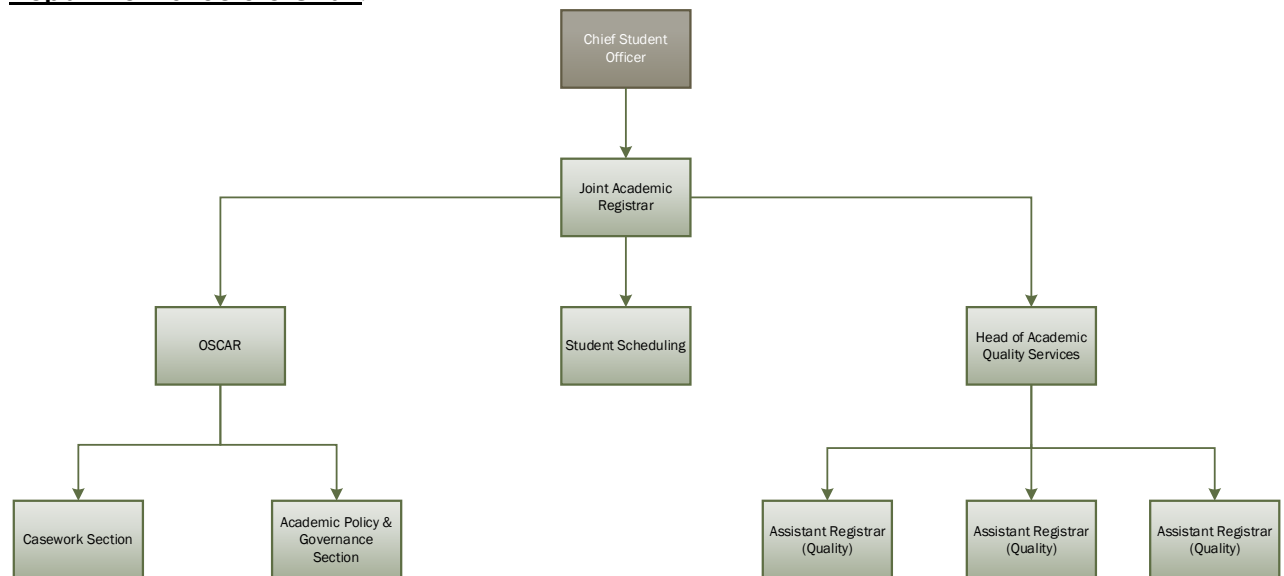
## Organisational/Departmental Information & Key Relationships

### Background Information

Academic Quality Services provides a central focus for the development, review and oversight of the University's regulatory and quality assurance frameworks:

- Guidance and support to the University generally and to individual Faculties on regulatory and quality assurance matters
- Guidance on sector-wide issues in relation to quality assurance, ensuring that University policies and procedures take appropriate account of sector requirements
- Development of and support for the University's centralised procedures for programme approval and periodic enhancement and processing of external examiners' reports
- A central point of contact, guidance and support for the University's Accredited Institution
- Support for Postgraduate Research Degrees and provision of advice and guidance on the implementation of the University's *Code of practice for research degrees*

### Department Structure Chart



### Relationships

#### Internal

The post holder will liaise, communicate and build relationships with colleagues at all levels across the University for the purposes of providing advice on relevant policies and procedures and their implementation, particularly those in Academic Registry, Associate Deans (Education), Directors of Learning and Teaching, members of the Quality Enhancement Sub-committee, Surrey Institute of Education, International Engagement Office and the Students' Union.

#### External

The post holder will liaise, communicate and build relationships with colleagues at other institutions for the purpose of networking and sharing good practice. They will also liaise with PSRBs in relation to the procedures for the accreditation and re-accreditation of University programmes. The post holder will be expected to maintain a network of external colleagues in the area of quality assurance including:

- the Quality Assurance Agency
- Office for Students
- Competition and Markets Authority
- the Academic Registrars Council Quality Practitioners Group