Post Details	Last Updated: July 2024
Faculty/Administrative/Service Department	Academic Quality Services
Job Title	Academic Quality Coordinator

Job Family	Professional Services	Job Level	3
Responsible to	Head of Academic Quality Services		
Responsible for (Staff)	N/A		

Job Purpose Statement

The post holder will support the work of Academic Quality Services (AQS) in compliance and quality assurance of the University's programmes and modules. The post holder will be the first point of contact for departmental queries which will be pivotal in supporting the AQS department that leads on the management and development of quality assurance processes. Specifically, the role will focus on:

- General query management
- Creation and maintenance of process guidance documents and templates
- Coordination of the Continuous Enhancement Process
- Supporting the External Examiner process
- Maintaining the department's internal and external webpages
- Act as Secretary to University committees or groups

Key Responsibilities 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)

1. Resolve issues and queries independently to ensure that an efficient day to day customer service is provided. This includes the management of the team's shared inboxes and queries received related to the processes AQS are responsible for.

2. Write and maintain guidance and templates for allocated processes that AQS are responsible for.

3. Supporting the external examining process, including but not limited to processing external examiner's appointments and changes to contract, including contract termination, exceptional extension and module(s) allocation where required. To ensure that the University external examiners data record systems are accurate and up to date.

4. Responsible for the administration and coordination of the University's Continuous Enhancement Review process, including working with Academic colleagues to ensure deadlines are met, reports are received, and process updates are provided to process users and stakeholders.

5. Organise logistic arrangements relating to the validation and periodic enhancement processes required within AQS. Maintain and develop Academic Quality Services' internal and external webpages, ensuring that they are executed to a high standard which meets the needs of all stakeholders.

6. Manage committees and working groups, as directed by the Head of Academic Quality Services, to include preparation of agendas, researching information relevant to the work of the committee/group, writing minutes, and ensuring the implementation, sign off and recording of any actions arising.

7. To provide administrative and coordination support as required to all members of AQS.

N.B. The above list is not exhaustive.

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 is required to plan their work schedule in accordance with practices and procedures as set out in University documentation or under the direction of their line manager. The post holder will have the latitude within their daily/weekly work routine to organise and prioritise their own work to ensure that key deadlines and objectives are met. When preparing for a committee meeting, they are expected to notify deadlines well in advance to those responsible for producing committee papers, liaise with the chair to produce the agenda and papers, and ensure that papers are sent out in time and that the minutes are produced in accordance with agreed timescales.

The post holder will need to be able to prioritise competing deadlines and plan their time to ensure they are able to work on several processes at once. In managing the teams queries the post holder will need to be able to reply in a timely manner and make any necessary arrangements to ensure resolutions are sought, this may include organising meetings and the priorities of the team.

Problem Solving and Decision Making

The post holder is expected to be able to deal with general enquiries about the University's quality assurance processes and provide advice using their judgement and knowledge of the regulations, policies, and procedures. They are expected to refer unusual or complex problems to their line manager but will be expected to have given thought as to possible solutions.

Continuous Improvement

Continuous improvement is important for the post. The post holder is expected to identify where process improvements are required and to implement any changes in consultation with their line manager. The post holder is expected to keep up to date with developments in the sector in the area of quality assurance and contribute to discussions within the Academic Quality Service team as to how any sector changes might impact on University policies and procedures making amendments as necessary.

Accountability

The post holder is responsible for the achievement of their own objectives as set out in their appraisal and contributes to the overall objectives of the team. They are expected to act in accordance with policies and procedures with minimum supervision.

Dimensions of the role

The post holder operates as part of the Academic Quality Service team and carries out their work in furtherance of the teams objectives which have a University-wide impact. They are recognised as the main point of contact for their specific areas of responsibilities and for the team and will deal with academic staff across the University. The postholder is required to have a high level of written and verbal communication skills and the need on occasion for diplomacy and tact.
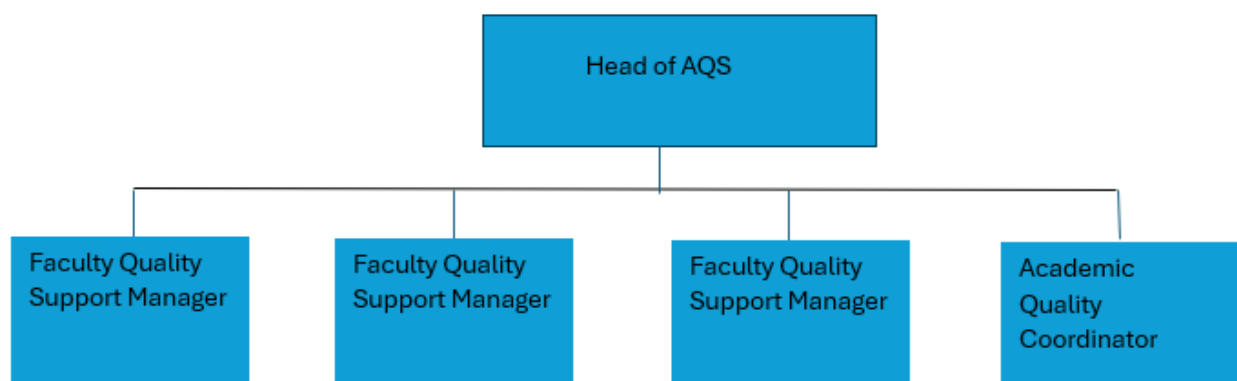
Qualifications and Professional Memberships	
HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or: Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.	E

Technical Competencies (Experience and Knowledge).	Essential/ Desirable	Level 1-3
Advanced IT skills particularly in Microsoft Office, Email, Internet and databases	E	2
Ability to maintain accurate records with excellent attention to detail	E	2
Experience of planning and progressing activities with general guidelines, using initiative and judgement without reference to others.	E	2
Experience of interpreting and documenting business processes	E	2
Practical and relevant project management experience with the ability to work to tight deadlines	E	2
Good knowledge of quality assurance processes	E	2
Experience of the higher education sector	D	n/a
Familiarity with database reporting tool	D	n/a

Special Requirements:	Essential/ Desirable

Core Competencies 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.	Level 1-3
Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	N/A
Creative and Analytical Thinking	1
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking & Leadership	N/A

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 quality assurance processes related to learning and teaching, which includes:

- Guidance and support to the University generally and to individual Faculties on 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 review and processing of external examiners' reports
- A central point of contact, guidance and support for the University's Accredited Institution

Department Structure Chart

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                        │  Head of AQS  │
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        ┌───────────────┬───────┴───────┬───────────────┐
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│ Faculty Quality││ Faculty Quality││ Faculty Quality││ Academic      │
│ Support Manager││ Support Manager││ Support Manager││ Quality       │
│               ││               ││               ││ Coordinator   │
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Relationships

Internal

The post holder will liaise, communicate, and build relationships with colleagues of all levels across the University in responding to queries about quality assurance processes. They may attend meetings within the University as requested by their line manager to represent Academic Quality Services and quality assurance matters. They will also be the first point of contact for Academic Quality Services.

External

The post holder is the first point of contact for Academic Quality Services who are senior academic colleagues at other universities and so requires a high level of written and communication skills. They attend external events on behalf of the team as requested by their line manager.