

DEPUTY REGISTRAR: QUALITY ASSURANCE

**Salary: Up to £55,000 per annum depending on experience
plus excellent benefits**

Richmond, The American International University in London, is seeking to appoint a Deputy Registrar: Quality Assurance (QA). Richmond is a private, not-for-profit, liberal arts and business studies University. It has dual degree accreditation, awarding UK and US taught undergraduate and master's degrees.

Reporting to the Academic Registrar, the Deputy Registrar: QA will oversee the academic quality of new and existing programmes, with a particular focus on collaborative provision. The Deputy Registrar: QA will line manage an efficient team of Quality Assurance and Project Officers, with a detailed understanding of UK and US sector best practice.

A strong collaborative partnership background with a solid experience of introducing and managing new programmes together with proven experience in contributing and implementing quality enhancements are essential. The successful candidate will have demonstrable experience of delivering high levels of customer service with an international perspective.

You will have good knowledge of Mandarin Chinese (HSK Level 4 or above, or equivalent). You will also have excellent interpersonal and communication skills and an ability to explain complex information in suitable formats to a variety of audiences, demonstrating sound decision-making and independent judgement. You will be a competent line manager with a proactive and pragmatic approach to all projects.

The role requires to work with international partners outside of core hours. The Deputy Registrar: QA may require occasional travel to the University's additional study centre in Leeds, and to partner institutions in the UK and worldwide, predominantly in Asia.

A Basic level Disclosure and Barring Service check will be required. For further information about this vacancy and the University, please visit: www.richmond.ac.uk.

Closing date: 28 February 2021

Please submit an application online at <http://careers.richmond.ac.uk/> ensuring you upload a current CV and supporting statement, together with details of three recent work-related references.

Please note that while submitted applications will be acknowledged, we are unable to provide individual feedback to applicants.

JOB DESCRIPTION

TITLE: DEPUTY REGISTRAR: QUALITY ASSURANCE

REPORTING TO:

The Deputy Registrar: Quality Assurance (QA) reports to the Academic Registrar. The Deputy Registrar: QA will work within the Department of Registry Services, Admissions and Quality Assurance and will work closely with the Academic Schools, the International Programmes team and external collaborative partners. One FT Collaborative Provision Projects Officer, and one FT and two PT Quality Assurance Officers will report to the Deputy Registrar: QA.

SUMMARY:

The Deputy Registrar: QA will lead on the day-to-day management of the Quality Assurance unit including the enhancement of the University's existing programmes and the implementation of a portfolio of international collaborative provision. This will include working proactively with the Provost and Deputy-Vice Chancellor, the Academic Registrar, the Vice-President for International Programmes, the Head of Institutional Assessment and Accreditation, Academic Associate Deans and Heads of Departments, and key contacts at partner institutions.

MAIN DUTIES:

The main duties of the Deputy Registrar: QA include:

- oversight of dedicated portfolio partnerships and academic quality, including link tutors, external examiners and programme validation panel members;
- oversight of academic quality of new and existing programmes, supporting Schools with new programme proposals, validations, re-validations and annual monitoring;
- reviewing academic programmes, policies and processes approved by the Academic Board and working with colleagues in Registry Services and Admissions to ensure that changes are published annually;
- managing, developing a supporting a growing team of quality assurance officers and project officers;
- responsibility for operational management of partnerships and negotiations including due diligence;
- supporting and attending relevant partner meetings including Examination Boards, Partnership Development Meetings and Academic Misconduct Panels;
- planning and tracking the implementation of successful development, delivery and performance management of allocated strategic partnership initiatives;
- developing and monitoring innovative and creative appropriate assessments to measure partnership developments and contributions, identifying risk and promoting best practice.

LOCATION:

The Deputy Registrar: QA is located primarily at the University's Richmond Campus but, at the direction of the Academic Registrar, will be required to work occasionally at the University's Kensington Campus as the Academic Registrar determines. In the event that the University shall move its campus to such other location within Greater London, you will be required to relocate to that new campus. The Deputy Registrar: QA may also need to occasionally travel to the University's additional study centre in Leeds, and to partner institutions in the UK and worldwide, predominantly in Asia.

SPECIAL NOTE:

A basic level DBS check is required for this position. A requirement to work with international partners outside of core hours will be agreed with team members.

GENERAL:

The above responsibilities are subject to change at the discretion of the Academic Registrar and shall include other responsibilities as the Academic Registrar may from time to time assign. The Academic Registrar may also, at her discretion; reassign some of the above responsibilities. The Academic Registrar will work with the Deputy Registrar: QA to co-ordinate work and resolve problems and will evaluate the Deputy Registrar: QA's performance.

PERSON SPECIFICATION

ESSENTIAL:

- proven experience of introducing and managing new programmes of collaborative partnership;
- credible understanding and ability to deliver high levels of customer service and experience nationally and internationally;
- proven experience in contributing and implementing quality assurance improvements;
- experience of line management and team development;
- the ability to work individually and under own initiative and to lead and manage projects and motivate others to reach agreed objectives/deadlines;
- the ability to communicate with a variety of audiences and to present complex information in an accessible manner;
- experience of high-level committee servicing;
- a flexible, proactive approach to work and a positive attitude towards change;
- demonstrable sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds;
- a good knowledge of Mandarin Chinese (HSK Level 4 or above, or equivalent);
- empathy with the mission of the University;
- an undergraduate degree or equivalent.

DESIRABLE:

- relevant and active membership of an appropriate membership body such as the Association of University Administrators (AUA) and/or the Academic Registrars Council (ARC);
- experience of using report writing tools to extract data from complex systems;
- knowledge or understanding of US Higher Education quality assurance.

DATE REVIEWED: February 2021