



## QUALITY ASSURANCE OFFICER

**Salary range: £30,000 - £32,000 per annum  
plus excellent benefits**

Richmond, The American International University in London, is seeking to appoint a Quality Assurance (QA) Officer. 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.

The QA Officer has responsibility for the coordination of effective quality assurance processes as provided in the Quality Manual and University Regulations. The QA Officer will support the University in ensuring that Richmond documentation and procedures are in compliance with the standards and requirements of key US and UK bodies, including (but not limited to) Middle States Commission on Higher Education (MSCHE), the Quality Assurance Agency (QAA), the Office for Students (OfS) and the Office of the Independent Adjudicator (OIA). They will also serve as Secretary for the University's Collaborative Provision which is a committee of the University's Academic Board.

The role will suit a candidate with experience working in a similar role at an institution of further or higher education with knowledge of UK and higher education quality assurance and experience of coordinating and managing administrative systems, procedures and information. Excellent IT skills are essential, as is the ability to work well independently and as part of a team to produce work of a high standard to specific deadlines and at times under pressure. The role offers experience in a business-critical and central function with exposure to a suite of new strategic initiatives.

The QA team also includes one full-time and one part time Quality Assurance Officer and one full-time Collaborative Provision Projects Officer. They will work within the Department of Registry Services, Admissions and Quality Assurance (RAQA) and will work closely with the Academic Schools, the International Programmes team and external collaborative partners.

Richmond is an equal opportunities employer.

A Basic level Disclosure and Barring Service check will be required.

For further information about the University and its programmes, please visit: [www.richmond.ac.uk](http://www.richmond.ac.uk).

**This Vacancy will remain posted until a suitable candidate has been identified. Interested parties may contact Andrew Faas, Deputy Registrar - Quality Assurance, for an informal conversation about the role, and may apply by forwarding a CV and covering letter to [faasa@richmond.ac.uk](mailto:faasa@richmond.ac.uk).**

## JOB DESCRIPTION

### TITLE: QUALITY ASSURANCE OFFICER

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#### **REPORTING TO:**

The Quality Assurance Officer reports to the Deputy Registrar: Quality Assurance (QA). They will work within the Department of Registry Services, Admissions and Quality Assurance (RAQA) and will work closely with the Academic Schools, the International Programmes team and external collaborative partners. The QA team also includes one full-time and one part time Quality Assurance Officer and one full-time Collaborative Provision Projects Officer.

#### **SUMMARY:**

The QA Officer has responsibility for the coordination of effective quality assurance processes as provided in the Quality Manual and University Regulations. The QA Officer will support the University in ensuring that Richmond documentation and procedures are in compliance with the standards and requirements of key US and UK bodies, including (but not limited to) Middle States Commission on Higher Education (MSCHE), the Quality Assurance Agency (QAA), the Office for Students (OfS) and the Office of the Independent Adjudicator (OIA).

#### **MAIN DUTIES:**

The QA Officer's main duties are to:

- manage programme validation and revalidations, ensuring procedures are followed, assisting with course specification documents and syllabi audit, and maintaining deadlines;
- provide advice to programme teams on reporting for annual monitoring and programme review activities, ensuring that curricular changes, conditions and recommendations stemming from (re)validations and programme assessment activities are properly reported;
- service the Collaborative Provision Committee, supporting the Academic Registrar and the Vice-President for International Programmes with agenda items and paperwork;
- liaise with the Collaborative Provision Projects Officer and partner institutions on course and programme changes;
- manage the annual review of academic and non-academic University policies; liaising with all departments, drafting new policies and suggesting amendments to existing policies;
- contributing to the annual review of QA processes and updating RAQA's procedures manual;
- assist the Academic Registrar and Deputy Registrar: QA with processes surrounding all Quality Assurance Reviews (MSCHE and OfS);
- communicate QA processes and expectations with the University and to partners;
- support the QA team with annual leave cover for the servicing of University committees and working parties (e.g. Curriculum Development Committee), External Examiner training, drafting agendas, arranging meetings, minute-taking, and related follow-up action;
- coordinate the course evaluation process, including distribution of results;
- contribute to the strategic direction of RAQA.

**LOCATION:**

The Quality Assurance Officer is located primarily at the University's Richmond Campus but, at the direction of the Deputy Registrar: QA, will be required to work occasionally at the University's Kensington Campus as the Deputy Registrar: QA determines. The permanent location of this role will change to the University's new Chiswick campus in 2022. The Quality Assurance Officer may also need to occasionally travel to the University's additional study centre in Leeds, and to partner institutions in the UK and worldwide.

**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 if and when required.

**GENERAL:**

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

**PERSON SPECIFICATION****ESSENTIAL:**

- experience working in a similar role at an institution of further or higher education;
- knowledge of UK higher education quality assurance;
- experience of coordinating and managing administrative systems, procedures and information;
- excellent IT skills including Microsoft Office Suite, and experience of working with large relational databases;
- the ability to communicate with a variety of audiences and to present complex information in an accessible manner;
- the ability to work well independently and as part of a team to produce work of a high standard to specific deadlines and at times under pressure;
- excellent interpersonal skills, including experience of negotiating positive outcomes and resolving conflicting priorities;
- experience of committee servicing;
- a flexible, proactive approach to work and a positive attitude towards change;
- intercultural sensitivity and discretion;
- empathy with the mission of the University;
- an undergraduate degree or equivalent.

**DESIRABLE:**

- experience of SQL;
- knowledge or understanding of US higher education quality assurance.

**DATE REVIEWED:**

July 2021