

# Quality Officer – Partnerships *(12 months Fixed-Term)*

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit [norwichuni.ac.uk](https://norwichuni.ac.uk)

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,  
Norwich University of the Arts*

Committed to

# EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Norwich University of the Arts has an exciting opportunity to appoint a full time Maternity Cover for the role of Quality Officer (Partnerships) in the Quality Management and Enhancement (QME) team.

QME supports the development and enhancement of quality and standards at the University, including facilitating course approval and review processes and external examination arrangements. Key aspects of the role include assisting in the preparation and scrutiny of course documents for the University and its partners' portfolio of courses, scrutiny and preparation of core quality procedures and guidance, provision of administrative support for Academic Support processes, report writing, maintaining accurate records and responding to diverse queries.

This role will suit people with strong communication and administrative skills and excellent attention to detail. The successful candidate will have the ability to work on their own initiative as well as in a collaborative team environment.

You will be process oriented, well-organised and proactive, able to take ownership of tasks and your own time management and to work well with competing priorities. Experience of working within Higher Education or in a similar role will be an advantage. Norwich University of the Arts celebrates and embraces being part of an inclusive community that offers equality of opportunity and enables staff and students to flourish and succeed.



Quality Officer (Partnerships)  
12-month fixed-term

Full-time  
37 Hours per week for 52 weeks per year

Salary: From £28,031 to £32,080 per annum

Closing date for applications: 7<sup>th</sup> September  
2025 at 5pm

Interview date: 19<sup>th</sup> September 2025









Job Description

## Quality Officer (Partnerships)

*(12 months Fixed Term)*

Reporting to: Quality Manager

# Job Purpose

To provide a comprehensive support service for the University's Quality Management and Enhancement Office. The post holder will work collaboratively with staff across the University to provide an integrated service. Individual post holders will support the provision of core activities of the QME Office including course approval and review of the University and its partners' portfolio of courses, external examination arrangements, maintenance of course documentation, planning for assessment and award boards and administration of the University's extenuating circumstances, appeals and complaints procedures. Individual post holders will undertake all activities associated with the role and may be tasked with leading coordination in one or more of these areas.







# Duties and Responsibilities

- Assist the Quality Manager in the organising, planning, scheduling and implementation of the University's QME systems and procedures, acting as a key point of contact for internal and external enquiries relating to QME and ensuring information is disseminated to partners, staff, students and / or other stakeholders as appropriate
  - Administrate the University's course approval and review arrangements, acting as Lead Event Officer ensuring documentation is submitted, checked and disseminated to all relevant stakeholders. Produce a record of each event, assisting with the appointment of external advisors and coordinating arrangements for the event
  - Administrate the University's external examination arrangements, including maintenance of the University's database of external examiners and advisors, co-ordination of procedures in respect of examiner nominations and appointments, and liaison with relevant staff in respect of external examiner visits (virtual and in-person) to the University
  - Assist the Quality Manager in the annual or periodic revision of key University documentation, including: the QME Handbook, Student Regulations and Procedures, the Award and Credit Scheme, Course Handbooks, course specifications and related information
  - Monitor and update QME related content of the website and intranet
  - Coordinate with Course Administration in the preparation for Assessment and Award Boards (including those for resubmission) and ensuring that arrangements are disseminated to all relevant stakeholders, internal and external
  - Assist with budgetary preparations and analysis
  - Provide support for committees which relate to the post holder's area of work such as assisting in the preparation of committee papers, data collection, reporting and analysis
  - Support Senior Quality Officers in arrangements for the University's internal student feedback surveys and national surveys
  - Support Senior Quality Officers in administration of the University's annual monitoring procedures, liaising with staff and students involved in the process to ensure that reports are submitted, and records maintained
  - Support Senior Quality Officers with administration of the assessment feedback review processes
  - Provide support as required to the Academic Support team in administration of the extenuating circumstances procedures, including advising students on the Student Regulations and Procedures, processing applications and providing information on decisions to Assessment Boards
  - Provide support as required to the Academic Support team in administration of the appeals and complaints procedures, including preparation of documentation for investigation, preparing correspondence communicating progress and outcomes to appellants / complainants
  - Provide support as required to the Assistant Registrar for Academic Support in administration of student non-attendance, academic misconduct and disciplinary cases and intermission
- Whole team activities:
- Provide general support for institutional priorities including assisting with admissions, enrolment, clearing and graduation

# Person Specification

## Essential

- Ability to maintain high standards of accuracy and demonstrate exemplary attention to detail
- Excellent written and oral communication skills
- Ability to work both independently and within a team environment
- Excellent time management and organisational skills
- High degree of IT literacy and proficient in adopting new systems and platforms
- Educated to degree level or equivalent, or with significant relevant work experience

## Desirable

- Experience working in an administrative context in Higher Education
- Knowledge and experience of quality assurance in an HE





# Further Information

## **Equality, Diversity and Inclusion**

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

## **Health and Safety**

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

## **Policies and Procedures**

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

## **Staff Development**

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

## **Confidentiality**

We must maintain appropriate confidentiality in relation to our work and that of the University.

## **Variation to Job Description**

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



# General Information

## Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

## Duties

Your duties and responsibilities are outlined in the job description

## Starting Date

This post is offered on a 12-month fixed term basis to commence as soon as you are available.

## Hours of Work

The standard hours of work are 37 hours per week.

## Salary

This post is on an incremental salary scale. The salary for this post is Grade 5, which is from £28,031 to £32,080 per annum.

## Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

## Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

## Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

## Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



NORWICH  
UNIVERSITY  
OF THE ARTS

Amma Asante, Chancellor



# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

## Submission of Application Form

Please submit both your completed application form and EDI form to [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk) quoting reference A1151

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is:  
7<sup>th</sup> September 2025 at 5pm.

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:  
19<sup>th</sup> September 2025.

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk)







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