



**NORWICH
UNIVERSITY
OF THE ARTS**

**Senior Quality Officer
0.6 FTE**

norwichuni.ac.uk

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 on Norwich University of the Arts and our Community please visit www.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**



Committed to equality and valuing 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.



A BA (Hons) Film and Moving image Production student setting up in the Sir John Hurt Film Studio

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.

Senior Quality Officer

Part-time

This is a 0.6 FTE role, working 22.2 hours per week.

Salary:

From £19,377 to £22,154 per annum, rising to between £19,527 and £22,304 per annum from 1st March 2025.

(pro-rated from a full-time salary of between £32,296 to £36,924 per annum, rising to between £32,546 to £37,174 per annum from 1st March 2025)

Closing date for applications:

27th November 2024 at 9am

Interviews will be held on:

Thursday 12th December 2024

We are seeking to recruit for the position of part-time (0.6 FTE) Senior Quality Officer in the Quality Management and Enhancement (QME) team.

The QME team supports the development and enhancement of quality and standards at the University in line with the regulations and requirements governing the Higher Education sector and those of key stakeholders, professional and other statutory bodies.

The postholder will be responsible for providing a range of administrative and analytical services to support the Quality Manager and facilitate the annual quality cycle. The role will have responsibilities in the areas of accreditation, partnership development and administration, and assuring currency and accuracy of institutional documentation. Within the hours of the role there is an expectation of cross collaboration and sharing of responsibilities with colleagues within the team as required. This will include sharing responsibility for servicing the University's Learning and Teaching committees and associated working groups.

This role will suit people with advanced administrative and communication skills who are able to work both independently and in a collaborative team environment. The postholder will be pro-active and able to own, plan and prioritise their work effectively in an environment with demanding deadlines. Experience of providing effective administration and analytical support to a high standard of accuracy and attention to detail is essential.

The successful candidate will be highly proficient in working with Microsoft Office applications and will be adept at familiarising themselves with new systems and processes.

If you wish to have an informal chat about this role, please contact Nic Percivall, Quality Manager at n.percivall@norwichuni.ac.uk



Job Description

Senior Quality Officer

Reporting to: Quality Manager





Job Purpose

- To provide a comprehensive administrative service to enhance the University's annual quality cycle to support the University's quality assessment and the engagement with the Teaching Excellence Framework (TEF), including providing the secretariat for the University's Learning, Teaching and Quality Committees and other working groups that may be convened from time to time. The post holder is expected to maintain currency with sector developments and provide support for reporting on metrics and annual monitoring activity.
- This is a 0.6 FTE role that focusses on areas including accreditation application and monitoring, partnership development and administration, assuring currency and accuracy of institutional documentation, and undertaking administrative support for a proportion of the Committee and working group activity.
- Within the hours of the role there is an expectation of cross collaboration and covering colleagues outside these areas of focus in all areas of the role as required.



Main Responsibilities

- Provide joint administrative support for the University's annual quality cycle and associated Committees, providing accurate and timely communications to all staff involved, drafting documentation and reports relating to quality matters.
- Provide analyses of university metrics, performance indicators and other outcomes (including those associated with the TEF and NSS) that inform the external quality assessment frameworks relevant to the University's operations.
- In consultation with the Quality Manager, undertaking coordination and evaluation of findings for University-wide projects relating to quality procedures, and helping to plan, develop, deliver and review these projects.
- Administer the University's annual monitoring procedures, liaising with staff and students involved in the process to ensure that reports are submitted, and records maintained.
- Administer the University's Assessment Feedback review processes and reporting.
- Develop the University's quality evaluation framework, coordinate internal and external student feedback surveys and provide regular analyses of the University's internal student surveys and other data for undergraduate and postgraduate courses, disseminating results and ensuring that the data is communicated effectively and is presentable to a wide audience.
- Develop and expand communication of quality management and enhancement through online presence and resources.
- Assist the Quality Manager in delivering training and development of staff in all aspects of quality management and enhancement.
- Develop and deliver enhancement in liaison with academics and the Students' Union for Student Voice processes, including student representative elections and training where required.
- Administer the University's Higher Education Academy (HEA)-accredited Professional Recognition Scheme and facilitate the submission of the annual monitoring report to the HEA.
- Provide administrative support for the University's external accreditations with professional, statutory, and regulatory bodies (PSRBs) and accrediting agencies associated with its courses, including preparation of application documentation and supporting annual monitoring processes.
- Support development of University external partnerships and collaborations, including validation, articulation and progression, with due diligence, coordination of mapping and project management. Supporting the Quality Manager with reporting, administration and preparation of contract documentation.
- Provide administrative support for the University's external partnerships including administration, coordination and preparation of annual monitoring processes and liaison with relevant internal stakeholders for related assessment boards
- Undertake liaison with relevant academic and professional services staff to maintain currency of institutional documentation, including course specifications, QME handbook and related quality policies and procedures.
- Provide administrative support to the Undergraduate and Postgraduate Student Ethics process and panel.
- Monitor publications and circulars from government departments, government agencies and regulatory bodies, and other relevant organisations associated with higher education quality assessment and assist the Quality Manager in producing briefings for Committees and the Senior Management Team.
- Commit to regularly updating knowledge and understanding of emerging areas of higher education quality practice (e.g degree apprenticeships) to inform the continuous development of the University's policies and procedures in these emerging areas.
- Participate in cross-departmental activities, such as graduation, enrolment and admissions interviews, as required.



Person Specification

Essential

- Exceptional interpersonal, written and oral communication skills
- Experience of supporting and servicing committees / boards
- Excellent problem solving and analytical skills, with strong attention to detail
- Experience of document preparation, including drafting reports, papers and summary documents
- Able to work independently, taking ownership within the responsibilities of the role, while also able to work well within and across team environments
- 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

- Knowledge and understanding of the UK Higher Education quality environment, including the UK Quality Code and other external reference points
- Experience working in an administrative context in Higher Education

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 an indefinite basis to commence as soon as you are available.

Hours of Work

The standard hours of work are 37 hours per week. This hours for this post are 22.2 per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £19,377 to £22,154 per annum, rising to between £19,527 and £22,304 per annum from 1st March 2025.

(pro-rated from a full-time salary of between £32,296 to £36,924 per annum, rising to between £32,546 to £37,174 per annum from 1st March 2025)

Annual Leave

Your annual holiday entitlement will be 22 days rising to 25 days after 5 years' service, 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 24.4%.

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.



Students in the control room of The Sir
John Hurt Film Studio in Boardman House

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 your completed application form to jobs@norwichuni.ac.uk

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

The closing date for this vacancy is:
27th November at 9am

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:
12th December 2024

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.

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.



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