



JOB DESCRIPTION

1. JOB TITLE: Policy Implementation Officer: Collaborative Provision and Partnerships (**Reference No: HRMS/10086a**)

2. ROLE CODE: PIOAQSS

3. DEPARTMENT: Academic Quality Support Services (AQSS)

4. ORGANISATION CHART: Attached

5. JOB PURPOSE:

- To co-ordinate processes for the approval of new collaborative partnerships, including the analysis of proposed partners.
- To co-ordinate processes for the periodic review of collaborative partnerships, including the assembling and servicing of review panels.
- To advise the Principal Assistant Registrar (Academic Development) on the current status of collaborative provision proposals and on sector-wide developments which have a bearing on the refinement of procedures and regulations.
- To provide advice and guidance to academic and administrative staff colleagues, including those external to the University, on the interpretation of internal and external regulations and requirements, (such as through validation panels), as they affect partnership approval and periodic review, and on relevant procedures.
- To service Partnerships sub-Committee and regular operational meetings with Associate Colleges and others.

As appropriate, to contribute to the overall work of AQSS in such matters as the servicing of other University committees, validations, internal audits and working groups, and Awards Assessment

6. BACKGROUND INFORMATION:

Academic Quality Support Services (AQSS) exists to provide advice, guidance and administrative support in the areas of quality assurance and enhancement, and in relation to academic audit and review. It is also charged with the maintenance of the University's Quality & Standards Manual and other documentation associated with quality assurance and quality control, and seeks to ensure adherence across the institution and among its collaborative partners to the regulations and requirements contained therein, in the light of the national academic infrastructure.

7. WORK PERFORMED AND/OR KEY RESULT AREAS:

- Provides effective liaison between AQSS, Faculty Administrators, University programme leaders and link tutors, and external partners, so as to ensure that documentation associated with partnership approval and review is properly processed and progressed.

- Co-ordinates schedules, deadlines and both internal and external panel membership in relation to partnership review, both in the UK and overseas.
- Participates in the work of partnership approval and in partner review panels, in the UK and overseas, advising panel members concerning procedures, regulations and good practice, and writing reports to tight deadlines for submission to the chairs of the panels or to Partnerships sub-Committee and Quality & Standards Committee, as appropriate. This involves the communication (oral or written as appropriate to context) of often complex conceptual ideas or complex information which may be highly detailed, technical or specialist. It also requires an input to decision-making which has a moderate impact, given the normal three-to-six-year life cycle of an approved partnership and the potential risk to the University's reputation which such partnerships entail.
- Participates in the work of validations, under the co-ordination of the Policy Implementation Officer: Validations, through acting as Quality Adviser or Minuting Secretary to validation panels.
- Delivers formal and informal training to academic and administrative support staff on partnership approval and review procedures, including annual updates thereto.
- Services Partnerships sub-Committee and twice yearly operational meetings with senior representatives of the University's Associate Colleges, frequently being the senior quality assurance officer present and advising accordingly on the rationale, purpose and operation of complex procedures.
- Ensures that the University's register of collaborative partnerships, and of approved partner staff entitled to Sharepoint access and to deliver and assess students on collaborative programmes is kept up-to-date, liaising with LIS as appropriate.
- Prepares, distributes and monitors formal documents relating to agreements with partners and their programmes, including financial annexes.
- Prepares user-friendly guides to procedures for collaborative partner staff and students and assists the Principal Assistant Registrar with revisions to the official Collaborative Provision Handbook.
- Fulfils other duties as required within the remit of AQSS, commensurate with the responsibilities attached to the post.

7.1 Communication

The role holder is required to communicate information clearly and accurately, orally and in writing, frequently on a daily basis. This communication (oral or written as appropriate to context) often involves complex conceptual ideas or complex information which may be highly detailed, technical or specialist, relating to the interpretation of the QAA's Code of Practice section 2 on collaborative provision and partnerships. This includes advice based on the interpretation in particular situations of the University's Principles & Regulations and Handbook on Collaborative Provision, taking account of the precise nature of the partnership and the applicability of procedures in specific contexts.

The role holder frequently prepares detailed reports relating to the approval and review of partnership arrangements, selecting material for inclusion and communicating both the discussion and the conclusions clearly and accurately for consideration by relevant committees.

All this involves information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey

the information to others, and sometimes requires detailed and specialist knowledge and an understanding of the complexities pertaining to different types of collaborative partnership and the procedures appropriate to each type.

7.2 Teamwork and Motivation

The role holder is required to participate in the work of the AQSS team as a whole, especially that involved in collaborative provision and partnerships. It is also important for the role holder to maintain good positive relationships both with external partners and with panels working and travelling together to approval and review events.

7.3 Liaison and Networking

The role holder liaises with the Principal Assistant Registrar (Academic Development) who is the immediate line manager on behalf of the Dean of Academic Quality & Standards. There is regular contact in person, by telephone, in writing and electronically with potentially all University staff from Senior Management to junior academic and support service colleagues, with external advisers to panels, and with staff of collaborative partner institutions, including those who are in the process of applying for partner status. This contact is usually initiated by the role holder, working within the University's overall procedures but adapting them as appropriate to context. The role holder will be required to represent the University to external partners, both existing and potential, and will therefore carry considerable responsibility for maintaining the enhancing the image and reputation of the institution.

7.4 Service Delivery

The role holder is required to deal promptly and constructively with those who contact AQSS in connection with collaborative partnerships or other quality-related matters. Much of this contact will relate to routine enquiries regarding procedures, but occasionally sensitive and complex situations will arise, such as discussions over the finances to be charged to partners or the qualifications of a partner member of staff. Decisions on these more complex matters will normally be referred elsewhere but clarity and tact will be required in dealing with them.

7.5 Decision Making

The role holder reports to the Principal Assistant Registrar (Academic Development) and the Dean of Academic Quality & Standards as necessary for a wide range of responsibilities, but has considerable freedom to act independently in order to accomplish objectives, within an overall framework set by the line-manager. This will frequently involve decision-making on such matters as the personnel to be invited to participate in a panel (with a need to ensure breadth and balance of composition), the selection of information to be disseminated to partners, and the scheduling of approval and review events in the light of competing pressures.

In a panel-servicing role, the role holder will often be the senior quality officer present and accordingly will advise Chairs and members of partnership approval and review panels on procedures, regulations and good practice, helping to build co-operation by setting an example and showing a flexible approach to delivery of results. The role holder works with panel members to reach optimal conclusions and collaborative

decisions which have a moderate impact, given the three-to-six-year life-cycle of partnerships

7.6 Planning and Organising Resources

The role holder operates a PC with word processing and spreadsheet software, which provides access to the central Sharepoint network and to a laser printer. The role holder monitors a budget for partnership approval and review fees and expenses. The role holder is required to plan, prioritise and organise their own work and that of others involved in the process of partnership approval and review.

The role holder is not a line manager but co-ordinates the work of an Administrator in helping to fulfil the duties outlined above, as well as co-ordinating the contributions of those involved in partnership approval and review processes.

7.7 Initiative and Problem Solving

The role holder is expected to demonstrate individual initiative and to exercise professional judgment and considerable discretion in the operation of information flows within the University, in relation to quality assurance procedures, in the management of partnership approval and review processes, and in the guidance offered to staff, students, partners and external advisers. The Dean of Academic Quality & Standards and the Principal Assistant Registrar to whom the role holder immediately reports will often be engaged in other duties elsewhere within the University or beyond, with the result that the role holder will be obliged to take a high proportion of operational decisions on her/his own initiative.

In any event, the task- and project-based approach adopted within AQSS demands independent working practice and sets a premium on problem-solving and finding workable solutions to operational matters, in conjunction with other members of the AQSS staff team as appropriate. This often requires the completion of projects and production of written reports to tight deadlines.

The role holder is expected to demonstrate this initiative and creativity to resolve problems relating to collaborative provision and partnerships, in circumstances where the QAA acknowledges that its Code of Practice relating to this area of work is out of date. In particular, the appropriate relationship with employers with whom the University is working under HEFCE-funded employer-engagement initiatives is one which poses considerable challenge for the role holder, who will occasionally have to contribute to decisions on whether or not each relationship which is established requires the formalities associated with a conventional partnership arrangement as defined by QAA. The role holder is therefore at the cutting-edge of quality management, in an area of great strategic and reputational importance to the University.

7.8 Analysis and Research

The role holder is required to analyse data or information, for example qualitative and quantitative assessments of the performance of collaborative partners, largely using predetermined procedures but with freedom to adapt these as necessary. It is imperative that the role holder works accurately to complete the task precisely as specified. The role holder is also required to investigate sector-wide best practice in the relevant field of activity, in order to advise the University accordingly.

7.9 Sensory and Physical Demands

The role holder is required to complete basic tasks which either would require either a minimum of instruction or light physical effort, though transportation of supporting documents to the main campus or other event location is sometimes necessary.

7.10 Work Environment

The role holder is required to work in an environment which is relatively stable, with shared office and own PC-equipped workstation. Physical effort required is only such as expected from office work, other than transportation of documentation to main campus or other location for the partnership approval or review event. The role holder will be required to travel to locations elsewhere in the country or overseas as necessary.

7.11 Pastoral Care and Welfare

The role holder may be required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

7.12 Team Development

The role holder is occasionally required to advise or guide new starters working in the AQSS on standard information or procedures. It is also an important requirement of the post frequently to advise those new to the programme approval and review process.

7.13 Teaching and Learning Support

The role holder occasionally delivers training to link tutors or collaborative partner staff.

7.14 Knowledge and Experience

The role holder is required to apply working knowledge of theory and practice in the area of collaborative provision and partnerships, sharing this knowledge with others as appropriate, and to demonstrate continuous specialist development by acquiring relevant skills and competencies through staff development.

7.15 General

To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

To take responsibility for upholding and complying with the University's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

To comply with all University Health and Safety policies.

MINIMUM REQUIREMENTS

Essential Qualifications

- Degree or equivalent professional qualifications.

Specific Experience

- Considerable experience of administrative procedures is essential, including office practice; experience of educational administration, preferably in a FE or HE context, is also desirable; excellent minuting and report-writing skills essential. Understanding of the principles of quality assurance and their application in a higher education setting is desirable, as is a sound grasp of the complexities of policy development, monitoring and implementation especially in the area of collaborative provision and partnerships.

Other required attributes

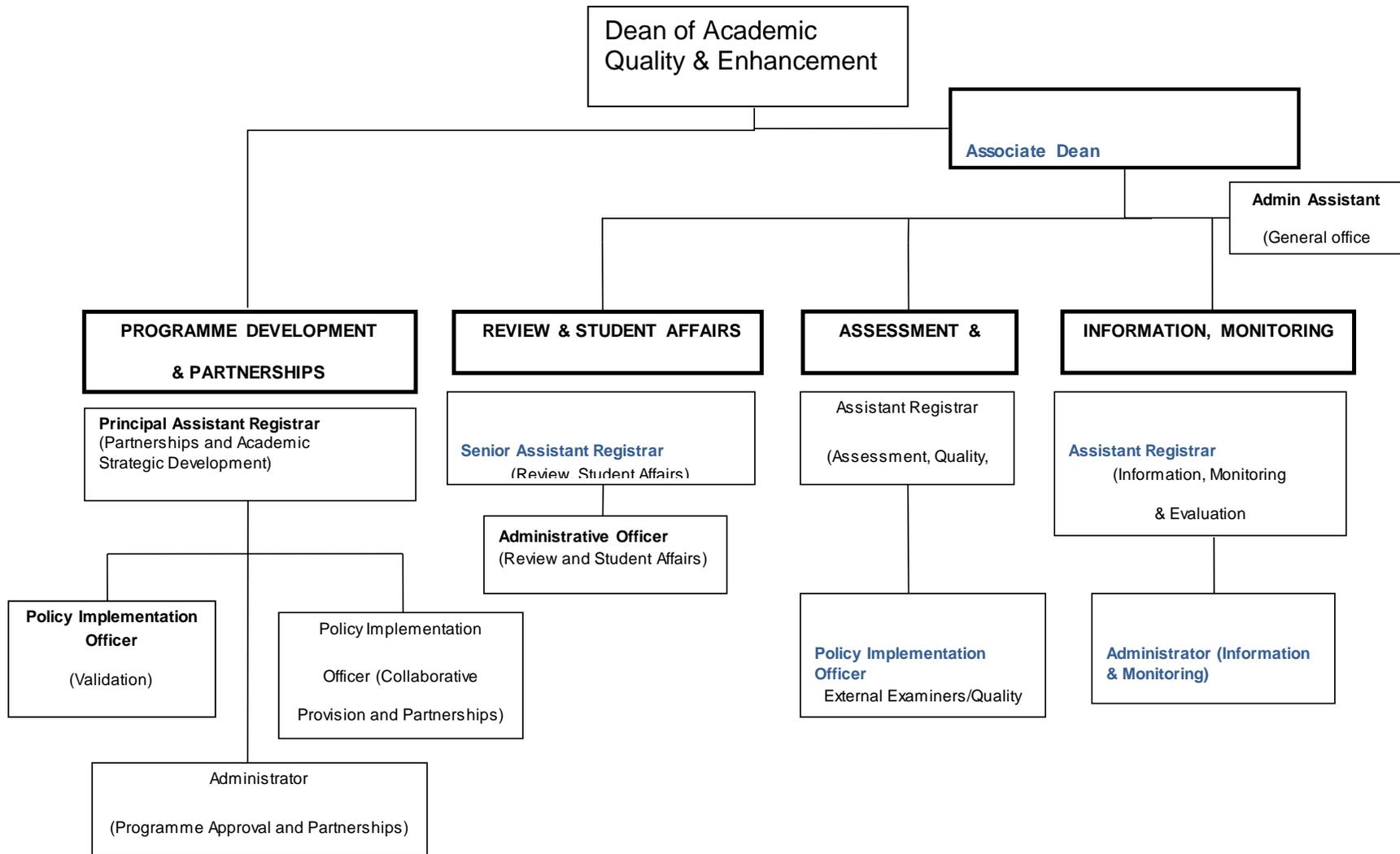
- Excellent oral and written communication and interpersonal skills essential; computer literacy, with experience of applications in an educational setting and high level word processing skills essential; ability to work on one's own initiative in an independent project-based mode is essential, as well as team-working when necessary; good organising abilities for activities ranging from small working groups to partnership approval and review events essential.
- Flexibility of approach to problem-solving, sensitivity, meticulous attention to detail, and considerable tact, diplomacy and integrity are essential personal characteristics.

PERSON SPECIFICATION

Job Title & Department:
POLICY IMPLEMENTATION OFFICER: COLLABORATIVE PROVISION & PARTNERSHIPS (AQSS)

Criteria	Essential OR Desirable	Method of identification (i.e. application form, interview, test) Selection Panel use this section to match your skills and abilities to the criteria outlined
Qualifications: Honours degree or equivalent professional qualifications	Essential	Application form
Proven Experience: Considerable experience of administrative practice in an office environment, preferably within FE and/or HE administration, Excellent minuting and report-writing skills	Essential Essential	Application form/interview Application form/interview
Knowledge, skills and abilities: Understanding of the principles of quality assurance in an HE context A sound grasp of principles underlying collaborative provision processes	Desirable Desirable	Application form/interview Application form/interview
Other Attributes: Excellent interpersonal skills, and skills of oral and written communication. Computer literacy in applications relevant to education, and high-level word-processing skills. Good organising abilities and ability to work on one's own initiative in project-mode, Work independently and as part of a team as required. Flexibility, tact, meticulous attention to detail and sensitivity to the context in which collaborative partnerships operate. Readiness to travel, for instance through possession of a driving licence and willingness to fly.	Essential Essential Essential Essential Essential	Application form/interview Application form/interview Application form Application form/interview Application form/interview Application form/interview

Essential Requirements are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage. **Desirable Requirements** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.



**TERMS & CONDITIONS OF EMPLOYMENT
POLICY IMPLEMENTATION OFFICER: COLLABORATIVE PROVISION AND
PARTNERSHIPS
ACADEMIC QUALITY SUPPORT SERVICES
9 MONTH FIXED TERM CONTRACT**

SALARY SCALE

University Scale OS7, points 23 - 26, £24,370 - £26,629 per annum, payable monthly in arrears.

HOURS OF WORK

36.5 hours per week to be worked as follows:

Monday – Thursday	8:30am – 5:00pm
Friday	8:30am – 4:00pm (less one hour lunch break each day)

RESIDENCE REQUIREMENT

It is a requirement of this post that within 12 months of appointment, the post-holder should live within a 30 mile radius or within a one hour travelling time by public transport from the University.

HOLIDAY ENTITLEMENT

22 days per annum (pro-rata during the commencement and cessation years), rising to 27 days per annum after five years' continuous service. Two extra statutory days per annum during the Christmas period.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University is an admitted body to the Cheshire local government pension scheme. All support staff are eligible for membership of the scheme, and upon appointment, will be asked to indicate whether or not they wish to join the scheme.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.

CLOSING DATE

Completed application forms should be returned to HRM Services, University of Chester, Parkgate Road, Chester, CH1 4BJ, to arrive no later than Tuesday 10th May 2011 at 12 noon and quoting Ref no. HRMS/10086a.