

**JOB DESCRIPTION****ACADEMIC INNOVATION AND QUALITY  
(ACADEMIC SERVICES)**

<b>Job title:</b>	<b>Senior Officer Quality Assurance and Enhancement (Compliance and Conduct)</b>
<b>Grade:</b>	Grade 5 (0.4 FTE)
<b>Responsible to:</b>	Head of Quality Assurance and Enhancement
<b>Date:</b>	November 2025
<b>Job purpose:</b>	To deliver high-quality case support in relation to the student-facing procedures managed by QAE within Academic Services, related to compliance with the E6 Condition of Registration on harassment and sexual misconduct, underpinned by Falmouth University's strategic growth, transformation and positive student experience commitment.

**Main duties and responsibilities**

1. Responsible for significantly contributing to the management of student cases under the direction of the Head of QAE, in alignment with university policies and procedures related to harassment and sexual misconduct, from disclosure through to appeal.
2. Deliver student facing activities with a values led and compassionate approach, recognising challenging times in their student journey, signpost or referring them to appropriate services and support where required.
3. Undertake the processing of information for all aspects of harassment and sexual misconduct casework, including case coordination, preparation of investigation summaries, case bundles, and management of related correspondence.
4. Consult with academic staff, partners, and other key stakeholders, such as Police and Sexual Support third parties (case dependent) to ensure information about harassment and sexual misconduct cases is accurately managed in compliance with internal procedures and OfS and OIA external requirements.
5. To act as a key contact point for the E6 condition of registration compliance, reporting and data analysis, including (but not limited to):
  - Compliance, version control and transparency of guidance and associated linked policies and procedures.
  - Creation and maintenance of an active and current registry of student engagement with induction training related to the E6 condition of registration.
  - Oversight and record / reporting for compliance to committee structure(s).
  - Establishing and monitoring of Condition E6 related risk registers.

6. Contribute to the effectiveness and development of tools and guidance to enhance reporting pathways, including the reporting line, dealing with anonymous reports, guidance on abuse of position/power, safeguarding governance, no contact arrangements, healthy boundaries. Contribute to cross cutting activities with other departments including the relationships at work staff policy updates and related guidance etc.
7. Assess the effectiveness and give feedback on training materials for students, including student-facing induction training provision to meet E6 compliance which *“requires all students to be appropriately informed and trained”*, including any overlaps with freedom of speech related aspects.
8. Provide expertise and contribute to the curated single source of information webpage, which articulates policies, procedures, guidance linked with harassment and sexual misconduct including any overlaps with freedom of speech related aspects.
9. Remain up to date on current or emerging cases from the OIA as a primary way to monitor sector trends around the E6 condition of registration, in alignment with strategic transformation activities and the University's mission, vision and values.

### **General Duties and Responsibilities**

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity or notify a senior member of staff as appropriate.
3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual Performance Development Review Process.

### **Health and safety at Falmouth University**

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of university policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

### **Health & safety requirements**

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

## PERSON SPECIFICATION

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Attributes	Essential requirements	Desirable requirements
<b>Education and qualifications</b>	Foundation degree / HND or equivalent education or work-related experience	Undergraduate Degree  Management qualification  Project Management qualification
<b>Experience and knowledge</b>	<p>Significant administrative experience, including report writing and data interpretation, ideally gained in an educational setting or regulated environment.</p> <p>Experience of undertaking or advising on investigations, case management and/or complaints involving individuals, ideally students</p> <p>IT / systems literacy including proficient user of Microsoft packages: Word, Excel, PowerPoint etc.</p> <p>Working knowledge of current developments around regulatory frameworks and quality assurance within Higher Education, in particular, E6 condition of registration, OIA regulations</p> <p>Demonstrable experience of designing and drafting policy and procedures,</p>	<p>Experience of case working involving students or young adults</p>

<b>Skills and personal requirements</b>	<p>Good oral communication and written/electronic communication skills.</p> <p>Good interpersonal and team working skills, enabling effective working with colleagues and external stakeholders.</p> <p>Commitment to maintaining high standards of customer service within a busy working environment.</p> <p>Ability to prioritise a busy workload and to work effectively to deadlines, under pressure, without direct supervision.</p> <p>Ability to deal with sensitive situations with empathy, compassion and a values led approach.</p> <p>Ability to deal with sensitive and confidential matters with diplomacy including an awareness of GDPR.</p> <p>Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility.</p> <p>high level of personal resilience</p>	<p>Analytical skills, including the ability to evaluate and synthesise information in reports.</p> <p>Ability to use initiative and creativity to resolve problems.</p> <p>A good understanding of confidentiality, data protection and safe record keeping.</p>
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