

## JOB DESCRIPTION

## ACADEMIC SERVICES

**Job title:** Senior Quality Assurance & Enhancement Officer

**Grade:** Grade 5

**Responsible to:** Head of Quality Assurance & Enhancement

**Date:** January 2026

### Job purpose:

This post contributes to the University's mission, vision and values by playing a key role in the development and implementation of quality assurance and enhancement procedures.

The post holder will work closely with the Head of Quality Assurance & Enhancement to deliver and maintain the University's quality assurance and enhancement systems and business processes and ensure that they effectively support the needs of the university, its students, staff and other stakeholders. This includes a lead role in oversight of academic partnerships.

The post holder will be expected to work on their own initiative, without direct supervision, taking a pro-active approach to the efficient execution of their duties and responsibilities.

### Main duties and responsibilities

1. Develop and implement the University's quality and governance process in relation to academic partnerships. This may include due diligence in relation to new partnerships, and review of existing partnerships; managing curricular approval, review and cessation processes.
2. Ensure effective oversight of the University's academic partnerships portfolio through the academic governance structure (including acting as Secretary to the Partnership Quality Committee).
3. Maintain currency in national developments relating to HE to be able to provide informed, current and specialist advice on all policy and regulations matters.
4. As a senior member of the QAE team, support within the wider Quality Assurance & Enhancement team. This may include (but is not limited to):
  - Academic regulations
  - Approval, re-approval and modification of academic courses

- Support the wider QAE team and the Senior Cases Officers in undertaking investigations of, and responding to, student disciplinary cases, academic appeals and formal student complaints, ensuring that official University procedures are followed at all times.
- Academic Misconduct and Academic Integrity
- Support for committee secretariat, including Assessment Boards
- Management, development and update of quality assurance policy and procedures and related documentation.
- Course and module continuous improvement
- Support for the University's student retention strategy
- Providing advice and leadership on policies to enhance the student experience.
- Regulatory advice to staff and students
- External review (Office for Students, QAA, CMA, OIA other relevant professional bodies)

### **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 must comply with all relevant legal requirements. You are specifically 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

---

Job title:

Attributes	Essential requirements	Desirable requirements
<b>Education and qualifications</b>	A good undergraduate degree or equivalent experience	Postgraduate or management qualification
<b>Experience and knowledge</b>	<p>An awareness of current developments around regulatory frameworks and quality assurance within Higher Education.</p> <p>Experience of working with a high level of autonomy and trust.</p> <p>Experience of building successful relationships and networks within and between complex organisations.</p>	<p>Experience of working in a Higher Education policy and regulatory environment.</p> <p>Experience in drafting policy and procedures and experience of committee servicing.</p> <p>Experience of risk management.</p> <p>Understanding of the pedagogies and/or practices of assessment in higher education.</p> <p>Understanding of cases management.</p>

<b>Skills and personal requirements</b>	<p>Excellent written communication skills</p> <p>Analytical skills, including the ability to evaluate and synthesise information in reports and convey information in a clear and accurate manner.</p> <p>Excellent interpersonal and team working skills.</p> <p>Commitment to maintaining high standards of service provision.</p> <p>Excellent organisational ability.</p> <p>A thorough approach to work and attention to detail.</p> <p>Ability to prioritise a busy workload and to work effectively to deadlines, under pressure, without direct supervision.</p> <p>High levels of discretion, diplomacy and tact, and the ability to handle and progress sensitive workstreams.</p> <p>A good understanding of confidentiality, data protection and safe record keeping.</p> <p>IT literate including proficient user of Microsoft packages: Word, Excel, Powerpoint and Outlook.</p>	<p>Flexibility to travel within the UK and overseas in order to participate in University meetings.</p>
---	--	---