



Job title	Interim International Quality Assurance and Enhancement Manager
Band	6
Team	Contract Services
Responsible to	Director of Contract Services
Responsible for	N/A

About us

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

We have changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. We are the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements, and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales, and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists and students and learners alike. Globally we are recognised as one of the world's leading quality bodies and support the UK sector as it welcomes international students and extends its reach through transnational education.

We are a remote first organisation and encourage day-to-day flexibility. It's important to us that our working environment enables us to deliver our services in a way and location that provides the best outcomes for our stakeholders and customers and meets their expectations. Alongside this we want individuals and teams to feel empowered to work where, when, and how they want, providing that business needs are met.

The International Quality Assurance and Enhancement Manager role within our Contract Services team contributes directly to the delivery of the Agency's purpose.

The role

This role will lead on the ongoing delivery of non-regulatory services designed predominantly for higher education providers internationally: this predominantly includes institutions undertaking voluntary reviews and paid-services.

Key responsibilities

- Manage and motivate team members involved in the delivery of international services .

- Operational oversight of the delivery of services to higher education providers internationally (including QE-TNE), ensuring delivery in line with QAA's standards and client expectations, to include:
 - Ensure appropriate safeguards between ESG complaint and non-ESG compliant work;
 - responsibility for the outputs from particular review and assessment methods (including the creation, dissemination and promotion of attractive reports, materials and resources);
 - management and oversight of QAA employees and reviewers/ assessors to ensure there is flexible deployment to meet the requirements of the review/assessment activity;
 - providing definitive advice and support to ensure delivery of services is in line with contractual commitments;
 - proactively addressing potential issues with assessments (individually and collectively); and
 - liaison with senior higher education provider employees regarding their requirements and the delivery of services.
- Contribute to the strategic development, approval, implementation, maintenance, and evaluation of international membership services and the QE-TNE Scheme, ensuring that the offer continues to remain engaging, and is valued by our members and QE-TNE Scheme participants.
- Develop specialist content for publishing across the Agency's digital platforms that is mapped to and aligned with audience and persona needs and is appropriate to the platform upon which the content is being published. Ensure all content is developed, published, reviewed and archived in accordance with the policies and procedures defined by the Digital Product Owner.
- Working closely with the Business Development and Policy teams, represent QAA's interests internationally, generating stakeholder commitment to QAA's vision, and ensure that QAA is responsive to the needs of international stakeholders.
- Engage with overseas partners/stakeholders where required, liaise with senior external UK stakeholders and promote UK higher education and the work of the agency, globally.
- Develop and maintain a sound understanding of the global context in which QAA work activities are performed, including contributing to the evolution of knowledge of key policy areas relating to global higher education as well as QAA policy, practice and current activities.
- Drive delivery of organisational transformation and business efficiency across operations, in particular by sharing knowledge, experience and intelligence with colleagues across the agency.
- Work with the product development team to develop new services for higher education providers worldwide, in line with QAA's processes and Internal Quality Assurance arrangements, ensuring the services can be delivered effectively and economically.
- Review existing services to ensure they remain fit-for-purpose and lead on the development of revisions.
- Represent QAA at select conferences and international events as required.
- Training others in the processes related to individual assessment activities.
- Manage budgets and resources relating to function.
- Stewardship of data relevant to the function of the team.

- Any other activities commensurate with the post in the context of a new and developing team and range of services.
- Be available to undertake international travel for the purposes of delivering QAA services and representing QAA at international events.
- Take responsibility for handling all necessary preparations, including securing visas, arranging transport and accommodation, and following health & safety guidelines provided by QAA. Travel may be to any country or territory as required by QAA business needs, and always in compliance with QAA's risk assessment procedures.
- Foster and maintain productive working relationships with colleagues both within own team and across QAA, emphasising collaboration and the sharing of knowledge. Actively share information and ideas to enhance practice and ensure others are kept informed of progress and developments.

Key contacts

- Director of Contract Services
- Higher Education providers undergoing assessment, including senior members of staff
- Director of Quality Assurance Services and Enhancement related to ESG compliance
- Other colleagues in the Contract Services team
- Other teams within QAA, particularly in relation to business development, sector engagement and reviewer management
- Reviewers

Our job descriptions provide information about roles and their responsibilities at the date when they were created. They are intended to provide a general overview, and it is important to note that responsibilities and tasks may vary from time to time without changing the general character of the role or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	<ul style="list-style-type: none"> • Experience of overseeing successful operational delivery of complex processes, reviews and/or services according to agreed standard, preferably within an international higher education context. • Experience of effectively managing and motivating a successful team. • Experience of managing projects and activities to an agreed specification and budget. • Experience of successfully managing a team of remote employees, flexible staff and casual workers. • Experience of the higher education sector, including transnational education. 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
Qualifications and training	<ul style="list-style-type: none"> • First degree or equivalent experience 	A
Knowledge, skills, and abilities	<ul style="list-style-type: none"> • Sensitivity and understanding of working in a customer and service-focused environment. • Ability to work effectively, as part of a diverse and dispersed team. • Ability to manage own work in a structured and well-planned way. • Ability to proactively manage teamwork, outputs, accountability, and work-life balance in a remote and flexible working environment. • Ability to manage performance effectively to ensure accountability and responsibility. • Knowledge of the regulatory arrangements for higher education in England and internationally (particularly in relation to quality and standards). • Skilled in the development of creative and effective solutions to challenges. • Skilled in effective communication with stakeholders. • Ability to effectively plan the work of others to ensure outputs are delivered effectively and economically. • Confident and proactive in decision-making in ambiguous situations. • Strong attention to detail 	<p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p>
Behaviours	<ul style="list-style-type: none"> • A willingness to work flexibly with a 'can-do' approach. • Contribute to a positive and inclusive remote work culture. • Open minded and adaptable to new ways of working. • Show initiative to meet the needs of QAA. • Demonstrate the highest standards of workplace ethics, honesty and integrity that inspires trust and confidence. • Ensure the image of QAA is represented in a positive, supportive, and professional manner. 	

	<ul style="list-style-type: none"> • Highly motivated and able to work in an agile environment. • Proactive and self-motivated. • Interested in professional development and continuous improvement. • Ability to demonstrate, understand and apply our ways of working. 	
Location	Flexible (providing it is within the UK) with some UK international travel.	

***A: Application; I: Interview; T: Interview Task**

Date: December 2025