



Job title	Review Development Officer (fixed term 18 months)
Band	5
Team	Regulatory Services
Responsible to	Head of Review Compliance and Development
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 Review Development Officer role within our Regulatory Services team contributes directly to the delivery of the Agency's purpose.

The role

This fixed term position will support QAA in ensuring a consistent and accessible approach to review management and implementation, capitalising on efficiencies and interactions with other areas of the organisation and ensuring that we are agile and able to respond to developments in the wider quality assurance landscape. The need for the fixed term role arises following a period of change and development within QAA's operations.

A key part of the role will be to analyse and document existing review processes across QAA and develop additional infrastructure, processes and training to support implementation of continuous improvement.

Key responsibilities

- To map the review journey across QAA methods and develop standardised operating procedures processes and resources from across the full range of review related activities.
- Develop review process documentation (including Standing Operating Procedures, templates and guidance) arising from existing practice and employing a continuous improvement approach.
- Work effectively with all QAA method owners to support their understanding of their responsibilities and ensure consistency, while reflecting individual contextual circumstances.
- Collect, understand, analyse and communicate business requirements for the effective management of review methods, translating these into process documents.
- Develop guidance and training to support process implementation.
- Develop resources and infrastructure to support review delivery including operational checklists to support new method approval and ensure the integration of review activities with other systems across QAA.
- Create a resource hub for review methods that supports colleagues' understanding and efficiency in the delivery of reviews and which makes review activity and information understandable and accessible.
- Support the development of review policy (including revision of the Internal Quality Assurance Manual) and ensure that policy implementation is supported by operational detail.
- Support development activity in relation to reviews and European Standards and Guidelines compliance.
- Prepare papers and briefings for internal use.
- Develop and maintain a detailed knowledge of QAA process and policy in relation to reviews and an appreciation of key issues and developments in higher education and quality assurance.
- Produce and edit written material for various audiences which summarises complex information, ensuring that it conforms to QAA requirements.
- 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

- Head of Review Compliance and Development
- Nations Operations Manager.
- Review method owners.
- Colleagues at all levels.

- External stakeholders.

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	• Experience of process research, development and implementation. • Experience of quality assurance in a tertiary education environment and/ or review delivery. • Experience of developing and delivering training programmes in the higher education sector. • Experience of managing projects and other core activities to an agreed specification. Desirable • Experience of business analysis to understand complex problems and identify solutions • Experience of working with users to document current 'as is' processes, identify opportunities for improvement, identify gaps in processes, and document 'to be' processes.	A, I A, I A, I A, I A, I A, I
Qualifications and training	• Undergraduate degree or equivalent experience.	A
Knowledge, skills, and abilities	• 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. • A good understanding of the UK tertiary education sector, how it operates and quality assurance. • Excellent written and verbal communication skills, including presentation skills. • Good organisation skills, working flexibly on a variety of projects and pieces of work with attention to detail. • The ability to manipulate and understand information and produce process documents that support user understanding. • Effective interpersonal skills with the ability to develop and maintain strong, effective working relationships. • Strong analytical skills with the ability to assimilate, analyse and evaluate large quantities of information from various sources.	A, I A, I A, I A, I, T A, I, T A, I A, I A, I A, I, T
Behaviours	• 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. • 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 travel within the UK and, potentially, international travel.	

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

Date: November 2025