



Role	Quality Specialist
Band	5
Team	Contract Services
Responsible to	Head of England Quality Assurance and Enhancement Head of International Quality Assurance and Enhancement
Responsible for	N/A

About us

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

We work across the UK and internationally to safeguard standards and enhance quality in higher education and the wider tertiary education system. We are recognised as a leading authority on quality and standards, working with governments, funding bodies and education providers to support excellence wherever education is delivered.

We operate across a changing sector in all UK nations and globally, supporting national priorities while contributing to the continued strength and international reputation of UK education.

We are a remote-first agency built on trust, flexibility and shared accountability. This enables effective delivery, collaboration and colleague wellbeing.

Role purpose

This role contributes to our work to safeguard standards and enhance the quality of tertiary education in the UK and internationally by contributing to the development, delivery and management of QAA's accreditation and quality enhancement services for international and English providers in line with QAA's strategy. To promote the work of the Agency and liaise closely with relevant stakeholders and organisations to build trust and partnerships across higher education systems. To increase the role, influence and standing of QAA as a provider of valuable services to help secure new strategic and commercial opportunities.

This position plays an active role in the delivery of QAA's contract services (currently including International Quality Accreditation, International Programme Accreditation, New Provider Service, Degree Awarding Powers Service, Targeted Quality and Standards Service and bespoke services), working with other Quality Specialists to

develop and deliver assigned work within our portfolio of services. This can involve work on reviews that are ESG-compliant, and other activities, with appropriate separation of activity managed through the work allocation process.

Key responsibilities

The responsibilities below outline the main areas of accountability for this role. They provide an overview of what is expected and are not intended to be an exhaustive list of duties.

- Deliver high-quality work that supports QAA's purpose, priorities and commitment to quality.
- Work with other Quality Specialists within the team to successfully deliver QAA's contracted activities, predominantly those delivered internationally and in England, including International Quality Accreditation, International Programme Accreditation, New Provider Service, Degree Awarding Powers Service, Targeted Quality and Standards Service and bespoke services to ensure delivery against contracts, and to be accountable for meeting objectives and performance targets.
- In line with QAA's strategy, contribute to the active engagement of QAA in target segments, regions and countries worldwide, promoting the outputs of QAA's work in those countries with relevant governments, sector bodies and agencies, increasing the role and standing of QAA and helping to ensure that new business opportunities are realised.
- Monitor the progress of individual activities, ensuring they are carried out on time and according to the published method, providing support and resolving issues as appropriate.
- Lead and contribute to projects, ensuring effective delivery for stakeholders, to schedule and within agreed budgets
- Work with colleagues across QAA to ensure that QAA's engagement activity fully supports, and is responsive to, QAA's work and interests and adds to the reputation of UK higher education.
- Represent QAA and the interests of QAA in relevant networks and partnerships.
- Manage specific enquiries, projects and activities, including the coordination of external consultants or partners.
- Contribute to planning, coordination, development, promotion and delivery of accreditation and other services, including the delivery of associated contracts and individual activities for customers.
- Contribute to the development, approval, implementation, maintenance and evaluation of accreditation, review and services, following QAA's IQA Manual and ensuring that the activities are deliverable with appropriate resources.
- Lead on the production of any published documentation required for the delivery of activities.

- Ensure reviewers and external experts involved in activities are suitably prepared to undertake their work, understanding their role and responsibilities, and providing support as appropriate.
- Report on individual and collective activities internally.
- Contribute to the development of products and services as directed, and once established, take responsibility for embedding into business as usual.
- Provide support, guidance and expert advice to managers and senior managers on QAA's activities.
- Develop and maintain a sound understanding of the context in which QAA's work is performed, including a detailed knowledge of QAA policy, practice and current activities.
- Support the delivery of activities aligned with the Quality Specialist role in other teams across QAA.
- Work effectively in a remote first environment, maintaining clear communication, visibility and accountability.
- Communicate with intent, ensuring colleagues and stakeholders have the context they need to contribute effectively and make informed decisions.
- Share knowledge, updates and insights proactively to support collaborations and continuous improvement across the Agency.

UK travel roles

- Undertake UK travel where required to deliver QAA services and represent QAA externally.
- Manage associated arrangements, including but not limited to arranging transport and accommodation, in line with QAA policies and health and safety requirements.

International travel roles

- Undertake international travel where required to deliver QAA services and represent QAA externally.
- Manage associated arrangements, including but not limited to securing visas, arranging transport and accommodation, in line with QAA policies and health and safety requirements. Travel may be to any country or territory as required by Agency need, and always in compliance with QAA's risk assessment procedures.

Key contacts

This role works collaboratively with colleagues and a range of stakeholders. Typical contacts include, but are not limited to:

- Colleagues at all levels, both internal and external to QAA.
- Senior contacts at a wide range of organisations within the UK, across Europe and internationally, and specifically key international quality assurance agencies, relevant UK government departments and devolved administrations.

- Customers and clients of accreditation, review, consultancy and international services.
- Reviewers and external experts.

Person specification

The person specification sets out the experience, knowledge, skills and behaviours needed to be successful in this role.

When preparing your application, please use your CV and cover letter to demonstrate how your experience aligns with the criteria below. Your examples may come from employment, education, volunteering or other relevant activities.

Attributes	Criteria
Experience	• Experience of dealing with UK and international clients and managing international and/or UK activities, ideally within a higher education environment. • Experience of assuring academic standards and quality in a senior capacity. • Experience of successfully implementing strategy and policy in an international and UK context. • Experience of managing projects and contributing activities to an agreed specification . • Experience of negotiating effectively, internally and externally, as a representative delivering training. • Experience of the organisation of quality assurance in a UK and international contexts. Desirable to have one or more of the following: • Experience of successfully implementing strategy and policy in an international context. • Experience of assurance quality and standards in transnational higher education • Experience of developing and/or implementing processes that align with the requirements of the Office for Students (OfS) regulatory framework • Experience of the OfS registration and/or degree awarding powers assessment processes
Qualifications / training	• Higher degree or equivalent professional experience
Knowledge, skills, and abilities	• Sensitivity and understanding of working in a customer and service-focused environment. • Works effectively, as part of a diverse and remote team. • Can manage workload in a structured and well-planned way, delivering work with professionalism, integrity and a focus on quality. • Communicates clearly and effectively in a remote first working environment, working collaboratively across teams and sharing information to support effective delivery • In depth understanding of UK and international higher education, its policy and political contexts.

	• Highly effective interpersonal skills with the ability to influence at a national or international level. • Thorough understanding of quality assurance approaches in the UK and internationally. • Excellent written and verbal communication skills, including presentation skills. • A high degree of evaluative judgement and decision-making skills. • Strong analytical and problem-solving skills, providing creative and efficient solutions. • Ability to effectively lead groups of individuals and facilitate group discussions • Excellent planning skills, with the ability to manage a complex workload with multiple deadlines whilst maintaining quality. • Strong organisation and analytical skills with the ability to assimilate, analyse and evaluate large quantities of information from various sources. • Sound judgement and effective decision making. • In-depth understanding of UK and/or international higher education, its policy and political contexts. • Highly effective interpersonal skills with the ability to influence at a national or international level. • Thorough understanding of quality assurance approaches in the UK and/or internationally.
QAA's ways of working	Our Ways of Working describe the behaviours and approaches that support how we work together at QAA. They apply to everyone regardless of role or Band, and are an important part of how we deliver our purpose. • Communicates clearly, openly and with intent. • Works collaboratively across teams and stakeholders. • Takes ownership and delivers on commitments. • Works with professionalism, integrity and trust. • Adapts positively to change and continuous improvement. • Contributes to an inclusive and respectful remote-first working culture – and, when travelling in person, observes good practice in sustainability.
Location	Flexible within the UK, with travel within the UK and internationally. Travel will typically be for periods of up to one week at a time, several times a year. Longer periods may occasionally be required to meet Agency need

Recruitment process

Our recruitment process is designed to give you the opportunity to demonstrate your skills, experience and approach.

Applications will be reviewed against the criteria outlined in the Person Specification. If you are shortlisted you will be invited to take part in an interview, usually held remotely. The format and structure of the interview process will vary depending on the role and will be confirmed with shortlisted candidates in advance, allowing time for preparation.

Our commitment to inclusion

We are committed to being an inclusive Agency where colleagues are respected, supported and able to contribute fully. We value diversity of backgrounds, experiences and perspectives that people bring and aim to create an environment where everyone can do their best work.

We recognise that people bring different experiences and career journeys. If you are interested in this opportunity and believe you have the relevant skills and experience, we encourage you to apply.

We want our documents to be accessible to all. If you need this job description in a different format, please contact HRteam@gaa.ac.uk.

Disclaimer

This job description provides an overview of the role at the time of creation. It is not intended to be exhaustive and may be subject to change in line with Agency need. Any changes will not alter the overall nature or level of the role.