Organisational context

QAA is the UK’s independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher education.

QAA is changing to meet the evolving needs of a sector that has undergone reform across all nations of the UK. The Quality and Enhancement Manager, Scotland role is a new role within QAA’s Nations and Europe team, critical to delivery of the Agency’s vision and remodelled operations.

Role summary

To take joint responsibility for institutions and activity in Scotland, Wales and Northern Ireland, alongside the successful delivery and effective coordination of review, engagement and enhancement work across the UK and Internationally.

Main duties and responsibilities

- Coordinate QAA’s activities in Scotland, Wales and Northern Ireland, leading the delivery of review, enhancement and engagement work, assisting the Head of Quality and Enhancement, Scotland and the team on agreed programmes of external review, enhancement activity, and provider and student engagement.

- Ensure the successful delivery to standard, schedule and budget of external institutional reviews in line with the requirements of funding bodies, sector agencies, governments and other contractors.

- Lead, manage and participate in projects (such as evaluations, consultations, events, workshops, working groups, commissioned research and publications etc.) ensuring effective delivery for stakeholders, to schedule and within agreed budgets.

- Plan, coordinate, devise and deliver programmes of enhancement activity (including national Enhancement Themes), in conjunction with the sector (and any steering group(s) set up to support effective delivery) and as agreed in contracts, taking the lead on designated work.
• Support the recruitment/selection, training and Continuous Professional Development of reviewers.

• Report on the work of the QAA in Scotland, Wales and Northern Ireland, both internally and externally.

• Promote QAA’s approaches to quality assurance and enhancement across the UK and internationally through agreed participation in relevant events.

• Participate in the maintenance and development of baseline regulatory requirements for quality in UK higher education, providing feedback and insights from work with the sectors in Scotland, Wales and Northern Ireland.

• Liaise with senior staff within higher education providers responsible for the quality assurance and enhancement of the student learning experience and with student representatives and representative organisations.

• Support the development and effective delivery of operational plans, taking into account internal requirements and the external policy context, helping to ensure stakeholder expectations are met and the perceived value of QAA’s contribution is high.

• Help create and capitalise on new business opportunities and income generation.

• Represent QAA externally, for example on sector groups and committees and designated stakeholder organisations, and manage the work of designated external committees/groups.

• Lead at least one England, Wales or Northern Ireland quality assurance or engagement activity, including reviews, each year.

Key contacts

• Colleagues at all levels, both internal and external to QAA.
• Senior staff and student representatives, and a range of external organisations across the UK.

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.
# Person Specification

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Criteria</th>
<th>* How measured</th>
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| **Experience**                | • Experience of managing and assuring academic standards and quality in a senior academic or professional support capacity.  
• Proven managerial and leadership skills.  
• Experience of managing projects and other core activities to an agreed specification.             | A, I          |
| **Qualifications and training** | • Bachelor’s honours degree or equivalent.                        | A             |
| **Knowledge, skills and abilities** | • Sensitivity and understanding of working in a customer and service-focused environment.  
• Ability to manage own work in a structured and methodical way.  
• In-depth understanding of the UK higher education sector and the challenges facing universities and colleges.  
• In-depth understanding of the higher education context in Scotland, Wales and Northern Ireland.  
• Thorough understanding of the content, role and practical application of the baseline regulatory requirements for quality in UK higher education.  
• Excellent written and verbal communication skills, including presentation skills.  
• Excellent interpersonal skills with an aptitude for dealing with people in various contexts, and at all levels, employing tact and diplomacy.  
• Ability to work effectively as part of a team.  
• Ability to manage a complex workload and multiple deadlines.  
• Strong analytical and problem-solving skills, with a creative approach in seeking solutions.  
• Sound judgement and effective decision making. | A, I, E        |
| **Desirable**                 | • Ability to read and speak Welsh.                                       | A             |
| **Behaviours**                | • A willingness to work flexibly with a flexible, “can-do approach”.  
• Show initiative where necessary to meet the needs of QAA.  
• Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence.  
• Ensure the image of QAA is represented in a positive, helpful and professional manner.  
• Highly motivated and able to work under pressure.  
• Confident and self-motivated.  
• Critical reflection and continuous improvement.  
• Ability to demonstrate, understanding and apply our workplace values. | A, I          |

**Location**

QAA has offices in Glasgow, Gloucester, Cardiff and London, however, the location for this role is flexible. It may include travel to our offices.

*A: Application; I: Interview; E: Exercise  
Date: September 2020*