



Job Title	Reviewer Coordinator
Band	3
Group	Quality Assessment, England
Responsible to	Reviewer Manager
Responsible for	N/A

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. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England and we are launching a new membership offer to institutions in August 2019. This is a new role within QAA's Quality Assessment, England team, critical to delivery of the agency's vision and remodelled operations.

Role summary

To support the Reviewer Manager in the recruitment, selection, training, performance management and relationship management of the reviewers and experts who participate in QAA's work as the designated body.

Main duties and responsibilities

- To support the Reviewer Manager in all aspects of their work with Designated Quality Body (DQB) reviewers and experts. This will involve taking a significant and/or lead role on a range of activities, including (but not necessarily limited to):
 - specifying recruitment and selection criteria
 - conducting recruitment and selection processes
 - designing, delivering and evaluating reviewer and expert training

- managing relationships with reviewers and experts, including contractual arrangements
 - allocating reviewers and experts to assessment teams
 - performance management of reviewers and experts
 - identifying potential improvements to any aspect of the interface with reviewers and experts
 - designing and implementing projects or programmes to improve the effectiveness and/or efficiency of recruitment, selection, allocation, training, relationship management and performance management.
- Maintains accurate data about reviewers and discharges effectively its legal obligations for the use and processing of that data
 - Develop and maintain a sound understanding of the context in which QAA work activities are performed, including a detailed knowledge of QAA policy, practice and current activities
 - Contribute to the development and evolution of QAA policy, providing feedback and insights derived from professional experience

Key contacts

- DQB reviewers and experts

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.

