

Job Description
Quality and Course Officer

JOB DESCRIPTION	
Job Title:	Quality and Course Officer
Department:	Higher Education Administration Team
Reports to:	Assistant Registrar (Quality Assurance and Regulatory Compliance)
Working pattern:	Full-time
Hours:	35 hours per week 8am to 4pm but flexibility is required
Salary:	Starts at £30,600 per annum

Context

ArtsEd originated from two schools, one founded in 1919 by Grace Cone and one founded in 1922 by Olive Ripman. Dame Alicia Markova and Sir Anton Dolin drew almost exclusively on ArtsEd students to help them create their revolutionary company London Festival Ballet, which eventually became the English National Ballet. Ballerina Dame Beryl Grey became Director of the Schools in the 1960s.

In 2007, Lord Andrew Lloyd Webber became President, following in the footsteps of Dame Alicia Markova and heralding an auspicious new era for ArtsEd. The School of Musical Theatre and School of Acting offer full-time BA and MA courses. ArtsEd's Musical Theatre course is recognised as the best in the UK, while the Acting course is praised for its innovative 50:50 split between stage and screen acting.

ArtsEd is a specialist Institution that was awarded TEF Gold in June 2019. This excellent rating was echoed by ArtsEd students who, for the third year running, ranked ArtsEd in the top-five drama schools for overall student satisfaction.

Purpose of the role

This Quality and Course Officer provides administrative support for the higher education programmes in the School of Acting and School of Musical Theatre. Working under the direction of the Assistant Registrar (Quality Assurance and Regulatory Compliance), the post-holder will also provide support for the operation of ArtsEd's quality assurance, enhancement and regulatory compliance processes. The post-holder will have the ability to work independently with minimal supervision, work effectively as part of a busy team, possess a high level of attention to detail and be skilled at prioritising work to ensure that competing deadlines are met.

Main responsibilities

- Attend and take minutes of the School of Acting and School of Musical Theatre weekly Exec meetings and monitor and coordinate completion of actions arising.
- Manage the engagement processes of HE students in accordance with ArtsEd's student engagement policies..
- Ensure the accurate collation, recording and dissemination of assessment marks and feedback within agreed turnaround times in liaison with markers. This includes acting as Secretary to Assessment Boards, ensuring the effective operation of the Boards and communication of student results in line with the requirements of ArtsEd's validating partner.

- Support the effective operation of quality assurance and enhancement processes in accordance with ArtsEd policies and procedures and professional and regulatory body requirements working in liaison with the Assistant Registrar (Quality Assurance and Regulatory Compliance). This includes support for:
 - Annual Programme Evaluations and Self-Assessment Reports
 - External Examiner appointments and reporting
 - Student representation and feedback mechanisms including National Student Survey and internal surveys and evaluations
 - External review and monitoring processes such as revalidation, Teaching Excellence and Student Outcomes Framework submissions.
 - Production of timely and accurate information for students that complies with consumer protection legislation requirements
- Support the collation and reporting of student and course statistics for internal and external use including for bodies with oversight of ArtsEd activities such as DfE, OfS and City, University of London.
- Support the management of the student disciplinary, complaints and appeals processes undertaking investigations of student cases and preparing reports on outcomes as required.
- Service academic committees and working groups as required including the preparation of agenda, collation of papers, production of minutes and monitoring of actions in conjunction with chairs and the Assistant Registrar (Quality Assurance and Regulatory Compliance).
- Maintain the database of graduate destinations and professional credits and identify and implement enhancements to ensure the database remains fit for purpose.
- Contribute to the maintenance of HE student records in line with GDPR and ArtsEd policies and procedures.
- Undertake other duties or tasks as ArtsEd may, from time to time, reasonable require. This may include support for graduation, audition days and the broader work of the HE Administration Team.

Additional information

The post holder must at all times carry out their responsibilities with due regard to ArtsEd's Equal Opportunities policies

The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act/GDPR

The post holder must carry out their responsibilities with due regard to the non-smoking environment of the school

The accountabilities and duties listed in this job description are neither exclusive nor exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post and the school.

ArtsEd is committed to the welfare and safeguarding of all students and pupils and expects all staff to share this commitment.

Person Specification	Essential / Desirable	Assessment Method
Qualifications and Knowledge		
1. Educated to degree level or equivalent and commitment to continuing professional development	Essential	Application
2. Knowledge of the national quality assurance framework	Desirable	Application and Interview
3. Understanding of the role that quality assurance plays in supporting the achievement of academic excellence and provision of a high-quality student experience	Essential	Application / Interview
Experience		
4. Previous relevant experience in an administrative role ideally gained in a higher education environment	Essential	Application and Interview
5. Experience of working with a wide range of people at different levels in an organisation	Essential	Application and Interview
Skills and Abilities		
6. Proficiency in IT in a range packages including Microsoft Office software	Essential	Application / Interview and Exercise
7. Ability to use, manipulate and interrogate databases	Essential	Application / Interview and Exercise
8. High level interpersonal communication skills, both written and oral	Essential	Application
9. High level of accuracy and meticulous attention to detail	Essential	Application and Interview
10. Excellent organisational skills and the ability to prioritise a varied workload and work to strict deadlines	Essential	Application and Interview