**RAVENSBOURNE UNIVERSITY LONDON**

<table>
<tr><td colspan="2"><strong>ROLE DESCRIPTION AND PERSON SPECIFICATION</strong><br><strong>PROFESSIONAL AND ADMINISTRATIVE STAFF</strong></td></tr>
<tr><td><strong>Role Title:</strong></td><td><strong>Senior Quality and Standards Officer (Partnerships)</strong></td></tr>
<tr><td><strong>Service:</strong></td><td><strong>Quality Team</strong></td></tr>
<tr><td><strong>Pay Band:</strong></td><td>Band D</td></tr>
<tr><td colspan="2"><strong>Reports to:</strong> Head of Academic Quality</td></tr>
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**Purpose of Role:**

As the Senior Quality and Standards Officer (Partnerships) you will lead in the smooth running of the University's academic quality functions in relation to its partnership activity, under the direction of the Head of Academic Quality. You will get involved in, and normally lead: liaising with partners on academic quality related matters; undertaking inspections of partner provision (including observing teaching and speaking to staff and students); providing advice and guidance to partners and Ravensbourne on best practice in partnership activity; undertaking due diligence on prospective partners; dealing with case work arising from partner students (e.g. academic appeals and complaints); managing partner validation events; drafting collaborative provision reports. You will act as an ambassador for good practice and support the University's academic and professional service staff to understand and apply the University's regulations. Provide administrative support underpinning the operation of the following processes:

Key Duties and Responsibilities:

- Quality assure a portfolio of partnerships;
- Undertake academic due diligence on prospective partners and provide advice and guidance to the University on proposals;
- Draft reports on collaborative provision for consideration by University committees;
- Manage collaborative provision approval events;
- Act as a champion of best practice in relation to quality and standards in partnership activity;
- Monitor partner provider student outcomes to ensure they are meeting regulatory requirements.
- Undertake research into specific aspects of higher education policy to inform development of the University's regulations in relation to partnership activity.
- Demonstrate understanding of Ravensbourne University London's values, culture and educational ethos and promote those through everyday practice in role;
- Demonstrate the value and importance of equality and diversity in every aspect of the University's work, and show commitment through everyday practice in the role;
- Perform such other duties consistent with the role, collaboration fully with others to get the work done and achieve the University's objectives.

**Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**

- Partner staff (particularly quality offices); Link Lecturers; Head of Partnerships; the University Secretary; other relevant internal and external stakeholders.

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**Resources Managed**

**Budgets: None**

**Staff: None**

**Other (e.g. equipment; space)**

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| Person Spec (KSB) | Essential | Desirable |
|---|:---:|:---:|
| **Minimum Qualifications and Experience Required:** | | |
| A first degree or equivalent. | ✓ | |
| An understanding of the partnership quality function in a University environment. | ✓ | |
| An understanding of the regulatory framework within Higher Education, particularly the Quality Code. | ✓ | |
| Knowledge and understanding of the creative arts and/or business studies higher education. | | ✓ |
| **Service Focus:** | | |
| Able to work patiently with a helpful manner and good liaison skills. | ✓ | |
| **Team Working** | | |
| Works collaboratively with partners, the academic community and professional services functions. | ✓ | |
| **Communicating and Relating to Others** | | |
| Communicates clearly and precisely both orally and in writing. | ✓ | |
| Able to work with a degree of independence, but knows when to ask for help. | ✓ | |
| Experience of writing reports. | ✓ | |
| **Organising Work** | | |
| Clear organisational skills and the ability to coordinate business, establish agendas and support papers to a strict deadline, ensuring minutes and papers are produced according to clear timescales. | ✓ | |
| **Using IT** | | |
| Confident with IT and the ability to work in a virtual environment. | ✓ | |

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| **Numeracy**<br><br>Understands and uses numerical information, seeking support from others (e.g. planning) for complex data needs. | ✓ | |