

Job Description

Position:	Academic Compliance Coordinator
School/Service:	Standards and Enhancement Office
Reference:	SEO-021/P
Grade:	7
Status:	Permanent
Hours:	Full-Time
Responsible to:	Academic Registrar under the direction of the Head of Academic Compliance

Main Function of the Position

- Manage institution wide projects influencing those outside line management responsibility to ensure that the University complies with the OfS ongoing conditions of registration for quality and standards.
- Identify, translate and maintain awareness, for self and others, of emerging national regulatory and policy developments for academic standards and quality of the student experience.
- Manage systems to appraise colleagues at all levels of emergent regulatory policy and of its implications for the student experience.
- Manage quality monitoring and review systems that support academic compliance with regulatory requirements including the Teaching Excellence and Student Outcomes Framework.
- Brief and train staff involved with taught and research provision including those of partner organisations, subsidiaries of the University Group and the apprenticeship network on regulatory matters to enable them to understand their responsibilities and accountabilities in respect of OfS regulation.
- Work collaboratively within the Standards and Enhancement Office managing functions such as student complaints, claims for academic appeals, digitisation of records and processes.

Principal duties and responsibilities:

1. Research emerging policy changes that are likely to have academic compliance and educational enhancement requirements (such as from the Office for Students (OfS), Department for Education (DfE) and as relevant, the Designated Quality Body (DQB), the QAA).
2. Through engagement with professional networks nationally to understand and summarise for others the key characteristics of OfS ongoing conditions for quality and standards plus any implications and risks to the University.
3. Develop and manage systems to appraise colleagues at all levels of emergent regulatory policy and of its implications for academic compliance.

4. Develop and manage quality monitoring and review systems that support academic compliance with regulatory requirements including the Teaching Excellence and Student Outcomes Framework.
5. Participate in, support, administer or service, and manage the operation of task groups associated with compliance with OfS regulatory requirements, for instance the B-conditions Working Group.
6. Provide support for colleagues as a central contact for regulatory enquiries concerning quality and standards.
7. Brief and train colleagues at all levels on regulatory matters to enable them to understand their responsibilities and accountabilities in respect of academic compliance with OfS regulation.
8. Provide expertise and support to institutional leads responsible for broader educational enhancements beyond the OfS regulatory environment.
9. Manage interventions and practical solutions where required to mitigate risk, and evaluate the design, review and updating of University policies and processes as appropriate.
10. Manage aspects of SEO functions, such as student complaints, claims for academic appeals, digitisation of records and processes.
11. Work in partnership with colleagues across the University, its partner organisations subsidiaries of the University Group and the apprenticeship network to ensure academic compliance with regulatory requirements.
12. Work collaboratively with and support SEO and other colleagues on University wide priorities / initiatives outside own specific area of work in support of the University's Strategic Plan.
13. Interact on a professional level with relevant national/international internal and external professional bodies to ensure currency of knowledge, relevancy and practices.
14. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
15. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
16. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

Note: This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Academic Compliance Coordinator		Reference:	
Service: Standards and Enhancement Office		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Educated to degree level	1	CV / Documentation
1 b)	Postgraduate qualification, or equivalent relevant experience	2	CV / Documentation
1 c)	Relevant professional qualification/membership	2	CV / Documentation
2	Skills		
2 a)	Demonstrable knowledge of issues and innovations surrounding HE policy, regulation and compliance with particular reference to academic quality and standards	1	CV/Interview/Assessment
2 b)	Able to develop plans and work in a structured, organised way, monitoring progress and prioritising workload (sometimes with conflicting deadlines) to meet own and service objectives	1	CV / Interview
2 c)	Understanding of the key indicators of academic quality and standards used by the OfS for institutional compliance purposes, and able to work with the data experts, Faculties and relevant Professional Services to ensure plans deliver improved performance	1	CV/Interview/ Assessment
2 d)	Strong team working skills and the ability to work flexibly in a team	1	CV/Interview
2 e)	Ability to lead, motivate and influence staff, without line management responsibility, to ensure achievement of project outcomes and adherence to compliance requirements	1	CV/Interview
2 f)	Ability to work on own initiative and problem solve using creativity and innovation	1	CV/Interview
2 g)	Excellent communication, networking, negotiation and influencing interpersonal skills	1	CV/ Interview/ Assessment
2 h)	Able to coach and develop colleagues on critical compliance requirements and facilitating consideration of the implications to their area	1	CV/Interview/ Assessment
2 i)	Understanding of risk management principles	2	CV/Interview
3	Experience / Knowledge		
3 a)	Credible experience of undertaking research including within policy and regulation	1	CV / Interview
3 b)	Evidence of informing and influencing change	2	CV / Interview
3 c)	Demonstrable experience of successfully managing projects	2	CV / Interview
3 d)	A credible record of success in people management including the management of a diverse group of staff not under their direct line management responsibility	1	CV / Interview

3 e)	Experience of successfully delivering outcomes as part of a team	1	CV/Interview
3 f)	Detailed knowledge of the regulation of Higher Education (e.g. Office for Students Regulatory Framework, the UK Quality Code for Higher Education) or willing to develop as appropriate	2	CV/Interview
3 g)	Experience of online systems development for record keeping using software such as Sharepoint.	2	CV/Interview
4	Personal Qualities		
4 a)	Able to work under pressure and to meet deadlines, systematic with an eye for detail but also able to identify broader implications and contribute to strategic thinking	1	Interview
4 b)	Efficient and well organised, personally	1	Interview
4 b)	Efficient and well organised, in support of running groups / servicing committees / monitoring progress against deadlines	1	Interview
4 c)	Supportive and collegiate, sensitive to individual needs and cultural differences whilst able to influence and challenge appropriately	1	Interview
4 d)	Self-motivating and proven ability to work unsupervised	1	Interview
4 e)	Commitment to continuous improvement, the promotion of equality and diversity and social mobility, and creative ways of working	1	Interview
4 f)	Able to work collaboratively and to facilitate the development of effective working relationships, both internally and externally	1	Interview
4 g)	Able to build personal credibility and authority, including with academics, professional services and senior management	1	Interview
5	Other		
5 a)	Able to work remotely and flexibly as required in order to meet the needs of the service and to undertake staff development, which may take place outside the University	1	Interview
5 b)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 c)	Awareness of the principles of the Health and Safety, Data Protection Act, Prevent, Freedom of Information Act, UKVI and the Bribery Act	1	Interview
5 d)	Able to travel as required nationally and internationally.	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required