

The Minster Centre Job Description

Quality Manager

Terms and conditions

Hours:	Part-time 28 hours per week Normal office hours are 9.30 to 5.30. Staff work flexibly around these and can be negotiated. Some attendance at meetings and events outside office hours will be required.
Salary range:	£36,000-£40,000 (depending on experience) pro rata.
Contract:	Permanent
Annual leave:	33 days (including bank holidays) pro rata
Reports to:	Director

Background and summary of the job

This is a new and important position which will improve the focus on enhancing training and services at The Minster Centre. It is an opportunity for somebody to work closely with the Director, Deputy Directors, Training Committees and Registrar to ensure and enhance the quality of Minster Centre's teaching, learning and assessment, and services. It is also an opportunity to learn about quality assurance in Higher Education and professional bodies. The Quality Manager will prepare for and manage reviews and audits of The Minster Centre's training and services, liaising as appropriate with other key bodies including Middlesex University, QAA, professional bodies including BACP and UKCP.

- **Duties and responsibilities**
- Support the Director and Deputy Directors in developing, implementing and evaluating the impact of The Minster Centre's approach to learning, teaching and assessment.
- Support the Director and Deputy Directors in developing, implementing and evaluating the impact of The Minster Centre's therapy services.
- Be a member of the Quality Committee, which is made up of senior teaching staff, students and management.
- Provide support and guidance to staff on the design, approval and implementation of new or updated modules and courses, ensuring that they are in line with Middlesex University and PSRB requirements.
- Ensure that The Minster Centre is informed of and compliant with relevant chapters of the QAA Quality Code;
- Maintain an oversight on national developments in quality enhancement which may involve liaising with Quality Assurance staff in other organisations;
- Attend Training Committee meetings as needed;

- Prepare for and manage external assessments of The Centre's training or services, such as institutional reviews by the QAA, revalidation of degree courses by Middlesex University; reviews by professional bodies (currently BACP and UKCP).
- Contribute to Minster Centre internal and external communications including Moodle, website content, termly newsletters;
- Represent The Minster Centre, where appropriate, with partner and external bodies such as Middlesex University, HEFCE, the Higher Education Academy
- Contribute to the preparation of major events in the Centre, such as graduations.
- Help ensure the student voice is represented in decision-making by supporting the effective functioning of the Board of Studies, the Quality Enhancement Committee, and student feedback mechanisms.
- Act as a point of reference for students with concerns including appeals, complaints or grievances.
- Support compliance with the full range of quality assurance and consumer protection legislation that applies to The Minster Centre, keeping the relevant policies and procedures under review.
- Work with the Registrar to manage The Minster Centre's participation in the National Student Survey and the DLHE and to contribute as required to submissions for other statutory surveys and data returns.
- Support preparation of annual monitoring reports to Middlesex University and ensure that all other information, such as External Examiners' reports, are made available to them in a timely fashion.
- Review and update annually Student Handbooks, Moodle course information, the Training Staff Handbook

This is not an exhaustive list of duties and responsibilities. The post holder may be required to undertake other duties which fall within the ambit of the role, in discussion with the Director or Deputy Directors.

The post holder is expected to comply with all relevant policies, procedures and guidelines of The Minster Centre, including those on Equal Opportunities, Health and Safety and the Data Protection Act.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form, at interview if shortlisted, and, in some instances, through an exercise.

	Essential	Desirable
Qualifications and knowledge	<p>Educated to degree level, or equivalent</p> <p>Some knowledge of: Quality assurance and enhancement systems in UK HE or Professional bodies, including course design, validation and review; and student engagement mechanisms. A suitable candidate who wants to learn more about this area and can demonstrate aptitude in designing and managing systems will also be considered.</p>	<p>A Higher Education Academy and/or Staff Educational Development Association Fellowship;</p>
Skills/Abilities	<p>Excellent oral and written communication skills.</p> <p>Strong interpersonal skills including a proven ability to work effectively as a part of a team and an ability to relate to and work with students and staff at all levels.</p> <p>Proven analytical and problem solving capability including ability to analyse data and evidence, such as student intake and performance indicators, or other key performance indicators, and be able to find solutions to complex problems.</p> <p>Be able to interpret regulatory frameworks.</p> <p>A proven ability to effectively manage own workload, maintaining a strategic overview while juggling conflicting priorities and deadlines.</p> <p>Excellent attention to detail.</p> <p>Be able to use Microsoft office (Word, Excel, PowerPoint and Outlook) competently.</p>	<p>Ability to manipulate and analyse student survey data</p>

Relevant Experience	<p>Experience of quality assurance/compliance (ideally in UK HE or PSRBs)</p> <p>Experience of student or other stakeholder engagement initiatives</p> <p>Experience of report writing and committee servicing</p>	<p>Experience of managing QAA HER reviews</p> <p>Experience of curriculum development</p> <p>Experience of working in an alternative provider of HE or a psychotherapy/counselling environment</p>
Qualities/ Disposition	<p>Friendly pleasant manner.</p> <p>An enthusiastic and flexible approach to work</p> <p>Conscientious and diligent</p> <p>Ability to work in a multi-cultural setting and to appreciate and respect diversity and difference</p> <p>A commitment to the Minster Centre's ethos and values.</p> <p>Empathy with the needs of teachers and students in a vocational therapeutic environment</p>	

Please complete the application form and send with a covering letter, saying how you meet the person specification, to our Operations Manager, Justine Walsh: justine@minstercentre.org.uk

The closing date for applications is Monday 19 February 2018

Interview date: Wednesday 7th March 2018.