

## JOB DESCRIPTION

### SECTION 1

#### BASIC DATA

<b>Job Holder's Name:</b>		<b>Job Title:</b>	HE Quality Officer
<b>Reports to:</b>	Head of Quality, HE and Apprenticeships	<b>Location:</b>	*Hybrid/Canterbury/London
<b>Department:</b>	Quality, Policy & Regulation	<b>Job Family:</b>	Team Leader / Specialist

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### SECTION 2

#### DEPARTMENT STRUCTURE

Please see Appendix A attached.

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### SECTION 3

#### OVERALL JOB PURPOSE

(What is the purpose of the job?)

Reporting to the Head of Quality, HE and Apprenticeships, the post holder will support and assistance the Quality, Policy and Regulation team, with its remit to manage academic standards and maintain an effective framework for the quality assurance and enhancement of our educational provision.

The key functions of this role are to:

- a) support the maintenance of the academic governance structure ensuring committee scheduling, minutes, paperwork and committee outcomes are managed effectively.
- b) coordinate and support in the ongoing maintenance, review and accuracy of the documents that make up the academic framework.
- c) ensure the timely and accurate processing of all aspects of LIBF's Learner Complaints and Appeals (HE, Apprentices, PE & FE).
- d) contribute, as appropriate, to the administrative work of the QPR team

In line with above, the role will include managing the team's document control system, minute taking, agenda preparation, booking meetings and reviewing and updating policies.

In addition, a key part of the role will be to work closely with the HE Quality Assurance Manager, business areas and support staff to undertake the Designated Complaints Officer's role and support in the early resolution of Learner complaints. This will involve working directly with Learners, investigating matters of dissatisfaction and compiling information to be presented to the Complaints and Appeals Review Group (CARG).

The role therefore demands strong organisational and coordination skills, attention to detail and excellent communication and people skills.

## **SIZE/DIMENSIONS**

(In what context does this role operate in terms of area of impact, financial budgets and supervision and or management of staff.)

The role requires membership and attendance of various committees and the provision of advice to learners, colleagues, academic governance committees and external organisations.

## **SECTION 4**

### **PRINCIPAL ACTIVITIES/OUTPUT OF JOB**

(This area outlines in more detail the duties of the post holder).

A busy role that requires meticulous attention to detail with the confidence and flexibility to prioritise tasks without compromising quality across the following range of activities:

#### **Governance**

- Undertake the secretarial duties of all Higher Education and Apprenticeship academic committees/working groups (unless specified for particular committees).
- Process the workflow of activities between academic committees to ensure that they are completed in a timely and comprehensive manner.
- Liaise with colleagues to enable timely processing of documents through the committees.
- Arrange and organise the schedule of academic committee meetings per calendar year.
- Undertake committee member induction, manage committee induction packs and guidance notes for committee members.
- Maintain the evidence base, archive and records of all deliberative committee/working group meetings (including supporting papers).
- Ensure outcomes from committee meetings/working groups are processed accordingly and in a timely manner.

#### **Academic Framework**

- Support the Head of Quality, HE and Apprenticeships to ensure ongoing compliance with regulatory requirements relating to HE and Apprenticeship provision.
- Liaise with colleagues to enable timely processing of document development and review.
- Review and update regulatory policies as required.
- Manage document quality and control including documents developed within the QPR team and the publication of policies.
- Support in the completion of regular web compliance checks and ensuring published documents are current and accurate.
- Manage the relevant SharePoint sites to ensure documents and records are current and that reviews of documentation that make up our academic frameworks are scheduled and followed.
- Ensure regular monitoring of overarching policies to ensure fit with HE and Apprenticeship processes.

#### **Learner Complaints and Appeals**

- Provide advice and guidance to internal staff on the application of our Learner complaints and appeals policies (HE, Apprenticeships, PE, FE).

- Review and update the Learner complaints and appeals policies in line with sector guidance and good practice in complaints handling.
- Act as the Designated Complaints Officer for all learner complaints, researching and investigating learner’s complaints and appeals, the evidence provided and seeking early resolution to complaints or appeals where possible, within the bounds of the complaints and appeals policies.
- Support learners through the formal complaints process, acting as their primary contact and providing accurate and timely advice on the processes to be followed.
- Collate and compile evidence and case packs to be presented to the Complaints and Appeals Review Group.
- Write formal communications regarding processes, timeframes, and complaint/appeal outcomes.
- Provide relevant information to learners on the process for internal and external escalation of complaints and appeals, where appropriate.

Quality duties

- Support the Head of Quality, HE and Apprenticeships with regulatory queries relating to HE and Apprenticeships.
- Support the timely and accurate completion of HE Annual reports.
- Support the Head of Quality, HE and Apprenticeships with the collation and submission of information for regulatory and statutory returns.
- Develop and maintain knowledge and understanding of the regulatory requirements of the HE and Apprenticeship sector, including The Office of the Independent Adjudicator’s (OIA) good complaints handling practice.
- Support the Heads of Quality (HE & Apprenticeships and PE & FE) with quality audit, including acting as an auditor where required.

Contribute to other activities of the Quality, Policy and Regulation team as and when required.

**CONTACTS AND INFLUENCE EXERCISED**

(Type, number and seniority of contacts, impact of influence)

- Committee members (including internal and external)
- Faculty and staff across LIBF
- Regulators (OfS, ESFA, QAA, Ofsted, Ofqual, Qualifications Wales and CCEA)
- Learner members of our committees

**DECISIONS**

(How much freedom is there to provide solutions, and make decisions regarding the resolution of problems within the constraints of established guidelines or procedures, and supervision?)

Indicate the level which best describes the job holder’s involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	✓

Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	
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Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	
Has impact on department/directorate* objectives	✓
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder

(To be added by line manager/employee)

The position will carry autonomy within defined parameters. The post-holder will be encouraged to take responsibility for how document control is managed.

**DEFINITION /CLARITY**

(The extent to which to job is defined; the clarity of the job’s boundaries, levels of uncertainty)

The role supports the effective implementation of QPR’s activities to assure quality and standards at LIBF. The jobholder will primarily work within the HE and Apprenticeship areas but this work will extend across other areas of our educational provision particularly in relation to Complaints and Appeals handling and, when called for, in support of the wider QPR team.

**ANY ADDITIONAL FEATURES OF NOTE**

The role requires excellent coordination skills to ensure work flows through the committees and to keep documents up to date and accurate. The post-holder will be encouraged to take ownership of the tasks detailed in this job description, and to work closely with colleagues to see suitable resolution of Learner complaints and appeals.

*\*This role offers hybrid and flexible working options but attendance at either our Canterbury or London offices for training, role-based tasks and meetings will be required.*

## PERSON SPECIFICATION

**Job Title:** HE Quality Officer, Quality, Policy & Regulation

**Reports to:** Head of Quality, HE and Apprenticeships

**Department:** Quality, Policy & Regulation

<b>Qualifications, knowledge and professional memberships</b>	<b>Essential / desirable?</b>	
Degree level education	E	
Knowledge of regulatory expectations (Ofs/ESFA)	D	
Alert to quality assurance and enhancement issues in HE and Apprenticeships and applying good practice	D	
External experience of working in a Quality environment	D	
Alert to LIBF strategy, positioning and values	D	
<b>Technical competencies (skills and experience)</b>	<b>Essential / desirable?</b>	
Accomplished all round communication skills	E	
Deliberative committee experience, with fine-tuned Secretarial skills	E	
Confidence in provision and quality of informed advice to colleagues, academic community, and external agencies	E	
Commitment to self-development in line with values	E	
Motivated, articulate and organised	E	
Able to plan effectively to meet strict deadlines whilst accommodating shifting priorities	E	
Alert to opportunities and ready to propose solutions	D	
Meticulous attention to detail	E	
Proof reading skills	E	
Integrity	E	
<b>Core Competencies</b> (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	<b>Essential / desirable?</b>	<b>Step</b>
<b>Values</b>		
Listening and Learning	E	1__ and __1
Innovation	E	1
Support	E	1
Transparency	E	1
Collaboration	E	1
<b>Skills and Experience</b>		
Business thinking	D	1
Getting things done to achieve results	E	2
The Customer experience	E	1
Managing quality and standards	E	3
Applying judgement and taking decisions	E	1
Managing individuals and teams (line managers only)	E	1

Signed .....  
JOB HOLDER

Date .....

Signed .....  
LINE MANAGER

Date .....

## Appendix A

