Job title	Quality Assurance Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	School of Medicine/ Education Centre	Location	Queen's Medical Centre, Nottingham

Purpose of role

You will be a key member of the School of Medicine Professional Services team and will provide operational management of quality assurance and governance activities as well as management of the Schools Professional and Regulatory Bodies (PSRB) accreditation processes for undergraduate medicine and professional postgraduate programmes. You will interpret and advise on complex guidelines and policy and lead on the implementation and monitoring of continual improvement projects.

You will have excellent communication and organisation skills, the ability to work independently and as part of a team as well as strong interpersonal abilities, allowing you to collaborate effectively with stakeholders at all levels including senior managers/leadership, academic staff, and external partners including NHS England and the General Medical Council (GMC).

You will support coordination quality assurance of clinical placements at Local Education Providers (NHS Trusts), who deliver teaching for undergraduate medicine around the East Midland, ensuring compliance with University and external regulatory body requirements.

The School of Medicine recognises the importance of continuous professional development and therefore the importance of providing opportunities, structured support and encouragement to engage in professional development each year.

To find out more about the School of Medicine, its values, vision, teaching and research, please see our further information leaflet.

	Main responsibilities	% time per year
1	**Quality Assurance** • Coordination of Quality Assurance visits to Local Education Providers (NHS Trusts); providing support in the format of visits, document and data review from Trusts, contributing to QA visit reports. Responsibility for monitoring and tracking the progress and completion of post-visit actions. • Lead on internal university quality assurance processes, e.g. University Educational Enhancement and Assurance Reviews, Annual	30%

		Monitoring, School Enhancement Plans, and evaluations of student feedback. Liaising with course directors, colleagues and the University Education Excellence and Quality & Standards Teams to deliver these activities. • Lead on implementing change and quality transformation in response to staff and student feedback to drive continuous improvement in the School and provide regular reports on progress and outcomes to senior managers. • Identify and implement ways of seeking and sharing best practice; proactively facilitating exchange of information across different areas (e.g. Service teams, Student Services, other Schools within the University, other Medical Schools) • Attend relevant Quality / Quality Assurance / Accreditation meetings as required. Reporting and presenting at School/Faculty/external meetings.	
2		**Governance:** • Support the Undergraduate Quality Committee (UGQC). This committee provides School oversight and quality assurance for the School of Medicine undergraduate programmes. • Coordination and oversight of Issue and Risk monitoring to ensure compliance with requirements of the GMC. • Coordinate the development and quality assurance of relevant essential documentation: Standard Operating Procedures (SOPs), Policy management, process mapping in accordance with University policies and compliance with the University's Quality Manual. • Support the coordination of governance processes in the School e.g., monitoring and tracking Incident Reporting and Complaints.	30%
3		**Accreditation management:** • Lead on Professional Statutory and Regulatory Bodies (PSRB) accreditation in the School – for undergraduate medicine and postgraduate professional programmes. • Responsible for ensuring the PSRB accreditations list is kept up to date, liaising with relevant academic staff as necessary. • Lead on the production of accreditation applications and supporting documentation including analysis of data to support the application process. • Lead on the development of key School policies to support accreditation requirements. • Project manage all accreditation visits and activities including attendance and production of any additional supporting documentation. • Liaise with all accrediting bodies and build strong working relationships. • Develop and monitor action plans to ensure compliance with accreditation requirements. • Management of the Education Centre risk register and PSRB reporting.	15%
4		**Quality Management**	15%

	• Act as a key point of contact for the Quality Team to support key relationships, solve problems, deal with enquiries and advise staff on policies and procedures in a broad range of administrative areas (often not of a routine nature). • Create a culture of continuous improvement. • Line management responsibility: including workload management, recruitment, development and performance management. • Relationship management: Liaising with Local Education Providers (NHS Trusts), colleagues and students on resolution of Quality issues and queries, which may be confidential and sensitive in nature.	
5	• Work flexibly as a member of the Education Centre Professional Team, providing cover to other areas of the wider team as needed and equally receiving support from other areas at times of high workload or absence.	10%
6	• Any other duties commensurate with the level of the role.	n/a

Person specification

	Essential	Desirable
Skills	- Proven ability to interpret and advise on complex guidelines and policy. - Excellent verbal and written communication skills, including drafting complex documentation, presenting, etc. - Excellent IT and data literacy. - Excellent organisational and time management skills. - Proven ability to manage a demanding workload with competing priorities and challenging deadlines. - Tact, diplomacy, flexibility and discretion. - Initiative, resourcefulness, problem solving skills.	High level of numeracy and proven ability to analyse and manipulate figures and data with ease
Knowledge and experience	- Comprehensive, working knowledge of teaching and learning in Higher Education - Proven experience in a relevant role. - Proven change management and project management skills. - Proven ability to work creatively and collaboratively with colleagues and students. - Proven ability to negotiate, motivate and influence stakeholders. - Demonstrable line management experience.	- Understanding of the current issues facing Higher Education - Awareness of the Higher Education sector, university decision making, structures and procedures - Understanding of external body accreditation processes.
Qualifications, certification and training (relevant to the role)	**EITHER** Relevant Degree or Professional qualification, or equivalent, plus some hands on experience in a similar or related role	Management qualification.

	OR • Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge in field	
Additional Information	The role makes a direct contribution to the student experience element of the School's Strategic Plan and requires significant grounding in a relevant role, sensitivity, tact, negotiating skills, respect, authority and trust in order to achieve its aims.	

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.

Professional pride Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

Line manager

Senior Quality & Governance Manager

Role holder

Quality Assurance Manager

Key stakeholder relationships

Direct reports

Colleagues

External Partners