



Job title	Operations Manager (Accreditations and Quality)	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Nottingham University Business School	Location	Jubilee Campus

Purpose of role

As Operations Manager (Accreditations and Quality), you will provide operational support for quality assurance and compliance and manage day-to-day processes related to accreditation and regulatory frameworks.

The role focusses on implementing established quality assurance processes, coordinating evidence for audits and inspections, and supporting accreditation cycles. You will work closely with academic and professional services colleagues across all three UoN campuses to maintain compliance, improve operational efficiency, and enhance the student experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1.	<p>Quality Assurance and Compliance</p> <ul style="list-style-type: none"> ▪ Apply established frameworks and procedures to support the delivery of high-quality education. ▪ Monitor processes to ensure they are consistently applied and aligned with institutional standards, escalating issues where necessary ▪ Maintain awareness of regulatory requirements and ensure operational compliance. ▪ Coordinate the collation of evidence and supporting materials for internal and external reviews. Ensure documentation meets required standards and is submitted within agreed timelines. ▪ Provide guidance to academic and professional services colleagues on routine quality matters ▪ Respond promptly to queries from academic and professional services colleagues, offering clear advice on compliance processes and requirements 	40%
2.	<p>Accreditations</p> <ul style="list-style-type: none"> ▪ Manage day-to-day activities to support accreditation processes, ensuring accurate records and timely completion of tasks. ▪ Work with colleagues across all three campuses to gather and format data, reports, and supporting documentation for accreditation submissions. ▪ Plan and track progress against accreditation timelines and maintain version-controlled documentation to ensure transparency and audit readiness. 	25%

	<ul style="list-style-type: none"> ▪ Act as the operational contact for accrediting bodies, ensuring professional communication and timely responses to requests. ▪ Assist with the writing of accreditation submissions including the preparation, production and presentation of agreed submission to accreditation bodies. ▪ Working as part of a team to understand and identify data requirements, working with colleagues across the three campuses to ensure data is maintained and up to date. ▪ Plan and manage accreditation visits including co-ordination of agendas, attendees and that all relevant documentation is available in the appropriate format for the visit. 	
3.	<p>Governance and Reporting</p> <ul style="list-style-type: none"> ▪ Prepare accurate and timely reports summarising quality assurance and accreditation activities for senior leadership and for governance bodies. ▪ Ensure accreditation and quality related governance meetings are well-organised, supporting effective decision making and accountability ▪ Keep appropriate records of committee decisions and actions, ensuring compliance with institutional and accreditation governance requirements 	15%
4.	<p>People</p> <ul style="list-style-type: none"> ▪ Provide management, supervision and support to direct reports ▪ Contribute to the recruitment, selection and development of direct reports as required ▪ Represent the School/Faculty on appropriate University committees and working groups. ▪ Deputise for own line-manager as appropriate 	10%
5.	<p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Working with colleagues across the School and Faculty, contribute to the continuous improvement of operational systems and processes. ▪ Build effective networks beyond the Faculty to identify and share good practice. 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ High level of IT skills and digital competency including Microsoft Office packages and Office 365. ▪ Analytical skills and a considered approach to project planning and problem solving. ▪ Ability to analyse and manage large and complex documents and datasets. ▪ Expertise in a range of project management techniques and tools. ▪ Strong interpersonal skills and the ability to work collaboratively with colleagues at all levels. ▪ High level of oral and written communication skills with an ability to produce high quality documents. ▪ Ability to work with minimal supervision, prioritising and planning own workload to deliver to targets. ▪ Ability to work within a team, supporting colleagues and sharing expertise. ▪ Ability to work under pressure and to tight deadlines. 	<ul style="list-style-type: none"> ▪ Good knowledge of MS Project, MSTeams and SharePoint
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of successfully managing multiple projects at different stages simultaneously ▪ Evidence of developing and implementing service excellence, business systems and processes and contributing to a culture of continuous improvement. ▪ Evidence of innovation and problem solving. ▪ Experience of combining and working with data across multiple systems 	<ul style="list-style-type: none"> ▪ Awareness and understanding of current issues in Higher Education. ▪ Experience of working in the Higher Education Sector. ▪ Experience of leading quality assurance and/or accreditation requirements and audits
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Honours degree and/or formal Project management qualification e.g. PRINCE2 Practitioner, or APMP OR proven track record of relevant work experience, demonstrating practical and theoretical knowledge of the field of work. 	<ul style="list-style-type: none"> ▪ Evidence of CPD relevant to the role – for example project management, HE, Data analysis etc
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Understanding of GDPR regulations and their application. 	



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



