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| Last updated: | July 2023 |

**JOB DESCRIPTION**

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| Post title: | Quality, Standards and Compliance Manager | | |
| Standard Occupation Code : (UKVI SOC CODE) | TBC – Depends on Specialist Area and Key Accountabilities | | |
| Academic Unit/Service: | Student Experience Directorate (SED) | | |
| Faculty/Registry: | Office of the Academic Registrar (OAR) | | |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Academic Registrar (Level 7) | | |
| Posts responsible for: | None | | |
| Post base: | Office Based | | |

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| Job purpose |
| To support the Academic Registrar to manage and co-ordinate compliance with the Office for Students (OfS) Conditions of Registration. Monitoring compliance of each of the Conditions of Registration, working closely with relevant Teams, identifying risk and mitigation strategies where appropriate.  To operationalise the implementation of Southampton Online programmes. Monitoring the development of new programme offers, working closely with the online provider and relevant Teams to plan and manage successful implementation. Having specific responsibility in managing the relationship with the University’s online provider.  To lead and manage projects and operational plans and to engage in effective partnership working with staff across all Faculty academic units and related Professional Services. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To support the Academic Registrar to manage and co-ordinate compliance with the Office for Students (OfS) Conditions of Registration, working closely with the relevant teams across the institution to ensure understanding of the requirements of the OfS. This will include providing regular briefing documents and monitoring reports to University governance committees; advising on any risks or issues; keeping informed of OfS publications/communications and disseminating as necessary; ensuring the University meets OfS deadlines; supporting the TEF submission; supporting Reportable Events; and providing expert advice on OfS compliance requirements. | 35% |
| 2. | To lead and manage the implementation and ongoing partnership management of Southampton Online Programmes.   * Work in partnership with key academic and professional services colleagues to plan and manage the scheduled roll out of online provision as agreed by the Southampton Online Project. * Provide lead advice and support for online programme development. * Act as lead liaison between the University and the online provider. * Be responsible for development and maintenance of procedure, policy and regulation to ensure effective delivery of online programmes. * Work in partnership with key colleagues to identify risk and mitigation for online provision. * Work in partnership with key academics and professional service colleagues to ensure that the terms of the contract with the online provider are observed. | 35% |
| 3. | Working with Faculties and Professional Services, ensure that the operational arrangements are in place to meet our external compliance duties as they relate to students, particularly in relation to student contractual rights and the guidance provided by the Competitions and Markets Authority, and in relation to Prevent. | 10% |
| 4. | To oversee the implementation of all relevant process improvements and business procedures to support meeting the OfS Conditions of Registration and the delivery of online programmes. | 5% |
| 5. | To co-ordinate responses to consultations from the OfS and the Department for Education (DfE). | 5% |
| 6. | Be a source of expertise on policy matters regarding compliance and Southampton Online Programmes and to effectively deputise for the Academic Registrar and Associate Director (OAR) when necessary and support colleagues across the Directorate. | 5% |
| 7. | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Internal:   * University Executive Board * Office of the Academic Registrar * Student and Education Services * Student Experience Directorate * Communications & Marketing, Legal Services, Governance Services, Human Resources * Other Professional Services * Faculty staff   External:   * Office for Students * Online Service Provider * Department for Education * HESA * Southampton Prevent Partnership Board * Higher Education institution networks |
| Special Requirements |
| * Support and contribute to the delivery of Student Experience frontline services, including attendance at events such as Open Days, Graduation Ceremonies and corporate events. * Demonstrate Southampton University behaviours (Embedding Collegiality – see below). |

**PERSON SPECIFICATION**

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| **Criteria** | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven experience in student and/or academic administration in Higher Education (HE), in posts that demonstrate the progressive acquisition of appropriate specialist knowledge.  Thorough understanding of the complex policy and regulations supporting HE and the ability to contribute significantly towards their development through innovative approaches.  Excellent IT skills, including Microsoft Office packages and confidence working with new technologies | Proven ability to appreciate Higher Education priorities and to apply these in managing work outcomes.  Proven experience of managing the development and implementation of online programme delivery. | Application  Application/  Interview  Interview  Application |
| Planning & organising | Proven ability to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Proven ability to independently manage conflicting demands in a challenging and high-profile environment  Proven ability to manage and prioritise own work, work of different teams and organisational goals simultaneously  Proven ability to set and meet measurable short, medium and long term goals for yourself, your team and the University.  Proactive and responsive approach to work tasks or requests.  Ensure resources are deployed efficiently and effectively and carry out regular reviews to maximise the impact of the services provided. |  | Interview  Interview  Interview  Interview  Interview  Interview |
| Problem solving and Interview initiative | Proven ability to identify broad trends to assess deep-rooted and complex issues.  Proven ability to apply originality and question traditional assumptions in modifying existing approaches to solve problems.  Proven ability to make decisions and own these decisions with confidence, authority, and ultimate responsibility. |  | Application/  Interview  Application/  Interview  Interview |
| Management and teamwork | Proven experience of managing a successful team.  Proven ability to manage team dynamics, ensuring any potential for conflict is managed effectively.  Proven ability to formulate development plans for own staff to meet current and future skill needs.  Proven ability to provide expert guidance and advice to colleagues to resolve complex problems.  Team player, able to work collaboratively with others to disseminate and share knowledge and information. |  | Application/  Interview  Interview  Interview  Interview  Interview |
| Communicating and influencing | Proven ability to persuade and influence in order to foster and maintain relationships.  Proven ability to resolve tensions and difficulties as they arise.  Proven ability to draft high-level reports, plans, and presentations that synthesise complex factors in a clear and concise way appropriate for a university.  Proven ability to collaborate with a range of people, including internal and external stakeholders, in order to foster and maintain relationships.  Confidence to encourage and facilitate constructive debate. |  | Interview  Interview  Application/  Interview  Application/  Interview  Application/  Interview |
| Other skills and behaviours | Proven ability to demonstrate alignment with the University’s core values in all areas of work and champion those behaviours in the department. |  | Interview |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

**Appendix 1. Embedding Collegiality**

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

