Job Description

# Job Title: School/Service: Responsible to: Responsible for:

Academic Quality Assurance Coordinator Academic Quality and Compliance

Rector

The coordination of the Academic Quality and Compliance office and other clerical and administrative officers under the Rector and the Director of Academic Quality and Compliance.

# Job Purpose:

To maintain, co-ordinate and develop administrative systems and processes to support the academic cycle. To be responsible for the integrity of student data, maintenance and update of student records, academic and administrative processes at School level, processing of data and development of reports on student information and responsible for the development, implementation and compliance with university procedures related to academic regulations and quality monitoring.

# Main Duties and Responsibilities:

1. Ensure the maintenance, development and continuous improvement of administrative systems and their efficiency, appropriate to the range of programmes at UCLan Cyprus, within University guidelines, regulations and protocols.
2. Maintain and develop the implementation of processes associated with student and programme records in relation to, induction, enrolment, registration, attendance, assessment and progression.
3. Supervise the maintenance of accurate and timely computerised student records, including student and course information, and to ensure effective liaison with relevant UCLan Preston Schools in terms of student records and module/programme information into the Banner Student Records system.
4. Supervise the assessment process, including working with Heads of School to ensure that examination papers are produced to deadlines and the servicing of module and assessment boards and associated administration (extenuating circumstances, plagiarism hearings etc.)
5. Provide statistical and other information on programme operations for monitoring, evaluation and management of programmes.
6. Responsible to develop accurate and readable reports for the student data and information, timetable and related data and information, as requested by the Rector, the COO, the CFO and the Director of Academic Quality and Compliance.
7. Supervise the dissemination of programme information to students from the Schools Administration office, which acts as the focal point for student enquiries of an administrative nature and will provide a professional and customer-focused service at all times.
8. Work collaboratively with colleagues across the organisation to support the development and enhancement of the student records system, and other student- related systems.
9. Operate in accordance with legislation and regulations relating to health, safety and the environment, data protection, freedom of information and intellectual property rights, and to safeguard standards of security and confidentiality.

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|  | 10. Supervise and coordinate actions and completion of programmes and institutional evaluation and accreditation by DIPAE (CYQAA). |  |
|  | 11. Responsible for the awareness and applicability of DIPAE (CYQAA) and Ministry of Education, Sport and Youth legislations and regulations relevant to Higher Education. |  |
|  | 12. Ensure the successful progression of enrolled new students into their official registration as UCLan Cyprus students and module registration, and ensure the returning students are successfully registered in their modules each academic year. |  |
|  | 13. Ensure and monitor processes in connection with transfer and placement students as required. |  |
|  | 14. Work flexibly with other members of the University to ensure that the current and future administrative needs of the University are met over the academic and calendar year. |  |
|  | 15. Support for the Director of Academic Quality and Compliance, the Rector and the Heads of UCLan Cyprus Schools in liaison with relevant administrative staff in the UCLan UK services and academic School Office, to facilitate the implementation of University procedures related to quality assurance monitoring and compliance. |  |
|  | 16. Coordination of materials for UCLan course validations, audits, quality assurance processes, module and course reviews, minor change processes and other similar processes. |  |
|  | 17. Coordination with internal academic teams and regulatory and professional bodies for UCLan course validations and accreditations and audits. |  |
|  | 18. Responsible for the external and foreign regulatory and professional bodies for UCLan Cyprus programmes accreditations and recognition under the Director of Academic Quality and Compliance’s supervision. |  |
|  | 19. Coordinate and administer meetings relating to the University Senate committee activities, such as the production of reports and progressing actions. |  |
|  | 20. Supervise the operations and administration of the University Sub-Committees. |  |
|  | 21. Coordinating and collating relevant information, in liaison with the Director of Academic Quality and Compliance for internal quality assurance processes, and in collaboration with the Chair of UCLan Cyprus Academic Standards and Quality Assurance Committee |  |
|  | 22. Supervise and coordinate the Academic Quality and Compliance team and ensure efficiency, productivity, top customer care and service of the department, and delegation of tasks accordingly. |  |
|  | 23. Responsible for organising the student certificates. |  |
|  | 24. Undertake duties and responsibilities of an Erasmus officer that include applications for mobility in Europe and Internationally, Inter-Institutional Agreements, handling the Erasmus budget, ensuring all documents of staff and students are complete and taking care of incoming and outgoing students. |  |
|  | 25. Any other duties as required by the Director of Academic Quality and Compliance and the Rector to support academic provision and external liaison. |  |

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| **Job Title:** | Academic and Quality Assurance Coordinator  **Person Specification** |
| **School/Service:** | Academic Quality and Compliance |

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|  | **Attributes** | **Essential** | **Desirable** | **Measured**  **By** |  | |
|  | **Work Experience** | More than 5 years experience with the accreditation process of CYQAA as well as with the validation process of a British provision is considered an advantage. | Experience of working in an environment with a high degree of customer contact  Experience of working in an academic environment in an administrative capacity | Application/ Interview |  | |
| Significant recent academic experience in a busy environment. | Experience of working with student records in an educational environment  Experience of student and Programme administration |  |  | |
| In-depth and broad experience of organising, inputting and extracting data from complex computerized record systems and checking data integrity |
| Experience of coordinating and supervising the activities of other administrative and clerical staff |  |  |  | |
| Experience of customer focused support |  |  |  | |
|  | **Education/ Qualifications** | Postgraduate Degree | Further experiential learning | Application/ Certificates |  | |
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| Evidence of professional development and career progression | **IT** qualification |  |  | |
|  | **Skills/ Abilities** | Fluency in written and spoken English Language | Fluency in written and spoken Greek Language | Application/ Interview |  | |
|  | Advanced knowledge of Microsoft Office, use of large corporate databases and the Internet. |  |  |  | |
| Positive, attentive and outgoing personality, with strong sense of duty, responsibility and reliability. |  |  | |

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|  | **Skills/Abilities (cont)** | Ability to co-ordinate and supervise the work of others, ensuring quality output and consistency of approach |  |  |  |
| Proven ability to work consistently under pressure, prioritise work and meet deadlines |  |  |  |
| Ability to research, organise, analyse and present information both verbally and in the form of reports and statistical information to support the teaching, learning and assessment functions |  |  |  |
| Ability to communicate effectively with staff and students in person, in writing and on the telephone |  |  |  |
| Excellent organizational skills |  |  |  |
| Skills in committee servicing |  |  |  |
|  | **Other** | Able to work unsupervised and to exercise judgement and initiative |  | Application/ Interview |  |
| Able to work alone or as a member of a team |  |  |  |
| A flexible approach to work |  |  |  |
| External, customer service focus |  |  |  |
|  | Compiled by: |  |  |  |  |
|  | Date: |  |  |  |  |

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| **Print name:** | . |
| **Signed:** |  |
| **Date:** |  |