

# JOB DESCRIPTION



<b>Job Title:</b> Head of Quality Enhancement
<b>Department:</b> Quality and Academic Standards
<b>Faculty/Professional Service:</b> Division of Education
<b>Location:</b> London
<b>Reports to:</b> Head of Education Policy, Quality & Student Experience
<b>Responsible for:</b> 3 x Quality & Academic Standards Officers
<b>Full Time/Part Time/Casual:</b> Full Time
<b>Grade:</b> Grade 7
<b>Overall Purpose of the job:</b> To lead the Quality & Academic Standards Team in the delivery of the School's quality assurance, enhancement and academic standards objectives. This will involve working closely with the Academic Community – particularly the Dean of Taught Programmes and Student Experience and Head of Education Policy, Quality & Student Experience to provide advice and guidance on QA and AS and to lead the review and development of the School's academic regulations, procedures and processes.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

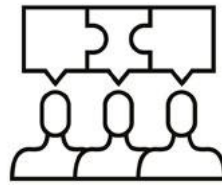
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## **Main Duties and Responsibilities**

### **Staff management and leadership**

- To lead the Quality & Academic Standards Team, setting the strategic direction and working with team to oversee the distribution of workloads and ensure completion of tasks to required timescales and quality.
- To ensure the effective recruitment, induction, performance management and development of staff within the Team in line with School policies and procedures, including undertaking performance and development reviews when required.
- To foster a culture of teamwork, cooperation and continual service improvement, offering solutions, effectively delegating tasks and taking the lead on identified projects.
- To manage annual leave and sickness absence records for the Team, providing regular reports as required, and ensuring adequate cover is provided at all times within the Quality & Academic Standards Team.

### **Key working relationships**

- To establish and maintain positive working relationships with a wide range of internal and external stakeholders including the Pro-Director Education, Dean of Taught Programmes and Student Experience, Associate Deans (Education), Programme Directors, Faculty Research Degree Directors & Managers, Professional Service Departments, QAA, OfS etc.
- To participate in relevant internal and external working groups and committees, providing advice, guidance and expertise as required.
- To provide and receive complex, sensitive or contentious information, which will require strong communication, negotiating and influencing skills to secure agreement and/or cooperation.

- To provide timely and accurate information and reports on complex matters in an appropriate format to different audiences, in order to inform decision-making.

### **Quality-focused responsibilities**

- To be LSHTM's lead expert on education policy, ensuring that published regulations are accessible, clear and regularly reviewed for effectiveness, relevance and impact.
- To lead the review and revision of regulations, managing the cycle of consultation and engagement with the academic community and planning of business through LSHTM's key decision-making bodies (Senate and Senate Postgraduate Teaching Committee)
- To monitor, review and ensure compliance with key regulatory, quality assurance and administrative regulations and processes, including internal and external audit, programme approval and re-approval, external examining for taught programmes, monitoring and review activities and academic collaborative provision.
- To undertake regular reviews of working practices, quality management systems and standard operating procedures, to ensure they are fit for purpose, and lead on the effective design, development and implementation of new systems and procedures to improve service delivery.
- To oversee, coordinate and provide specialist support for the design and development of new programmes and modules, including collaborative provision, working closely with academic staff and providing detailed advice and guidance as required.
- To maintain a current knowledge and awareness of developments in policy and practice within the higher education sector relating to academic regulation, compliance, quality assurance and enhancement.
- To be responsible for the provision of full and effective secretariat support to the School's Senate Sub-Committees, providing expert guidance and advice to Chairs and Secretaries.
- To lead the team in managing the School's participation in student surveys including planning, promotion, administering the surveys and producing results for circulation to staff.
- To manage and monitor the Quality & Academic Standards Team budget and participate in annual budget planning meetings.

### ***Additional Information***

To ensure that all Quality and Academic Standards information sources, including the webpages, are accurate and up-to-date.

The post holder will be required to undertake any other appropriate duties as may be required by the Head of Education Policy and Student Experience.

To manage your own continuous professional development, internal collaborations and external networks, attending training and conferences as required, in order to contribute to service improvement and innovation.

### **Generic duties and responsibilities of all LSHTM employees**

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Hold an undergraduate degree (or equivalent qualification or relevant professional experience)</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant experience of leading quality assurance and enhancement activities in the Higher Education sector, including experience of coordinating internal and external reviews</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of drafting high quality policy documentation on complex matters, taking account of regulatory frameworks</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of successfully reviewing procedures and mapping out various processes in detail</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of managing, leading, developing and motivating a small team of staff</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of establishing and maintaining effective working relationships with staff at all levels, often in challenging situations.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Proven ability to manage a significant and varied workload under pressure, maintaining accuracy and meeting deadlines</li> </ul>	E
	<ul style="list-style-type: none"> <li>An excellent understanding of the UK Higher Education sector, and particularly recent developments in quality review activities.</li> </ul>	E
	<ul style="list-style-type: none"> <li>An understanding of how relevant legislation impacts upon student administration in Higher Education (e.g. Data Protection Act, Equality Act, Freedom of Information, UKVI)</li> </ul>	E
	<ul style="list-style-type: none"> <li>Knowledge and experience of IT packages, including word processing, spreadsheets, email and internet</li> </ul>	E
	<ul style="list-style-type: none"> <li>Evidence of continuing professional development</li> </ul>	E
<b>General</b>	<ul style="list-style-type: none"> <li>Excellent verbal, written and communication skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>Excellent interpersonal skills with the ability to influence and negotiate at all levels, and to exercise tact, diplomacy and confidentiality</li> </ul>	E

	<ul style="list-style-type: none"> <li>• Ability to work collaboratively and flexibly</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to lead and manage projects and implement change</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to organise and manage competing priorities and work under pressure</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and independently, taking the initiative as required</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Excellent analytical and problem-solving skills including the ability to analyse and manipulate data</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to produce high quality work with excellent attention to detail</li> </ul>	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: July 2024

## **Salary and Conditions of Appointment**

The post is permanent and full-time 35 hours per week, 1.0 FTE. The salary will be on the Professional Services salary scale, Grade 7 scale in the range £51,299-£58,723 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).