JOB DESCRIPTION

Job Title: Quality and Academic Standards Manager
Department: Education Services
Faculty: Central Services
Location: London
Reports to: Head of Quality Enhancement
Full Time: 35 hours per week
Grade: G6
Overall Purpose of the job: The Quality & Academic Standards Manager will be responsible for administering a number of processes and procedures for the School's academic portfolio including undertaking routine academic quality and standards work. The Quality & Academic Standards Manager(s) will work to set and realise the objectives of the Education Policy, Quality and Student Experience Department. The Quality & Academic Standards Manager will be responsible for providing independent, expert and authoritative advice on matters relating to Academic Governance and ancillary processes, including new programme approvals (validations) internally and with partners through collaborative provision. The Quality & Academic Standards Manager also supports the development of new collaborative provision; providing expert, authoritative advice regarding the establishment and maintenance of collaborative provision activities. The Quality & Academic Standards Manager is a primary contact for the Strategic Education Office (SEO) and Education Leadership Team (ELT) regarding regulatory, policy and quality advice concerning all partnership matters.

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.

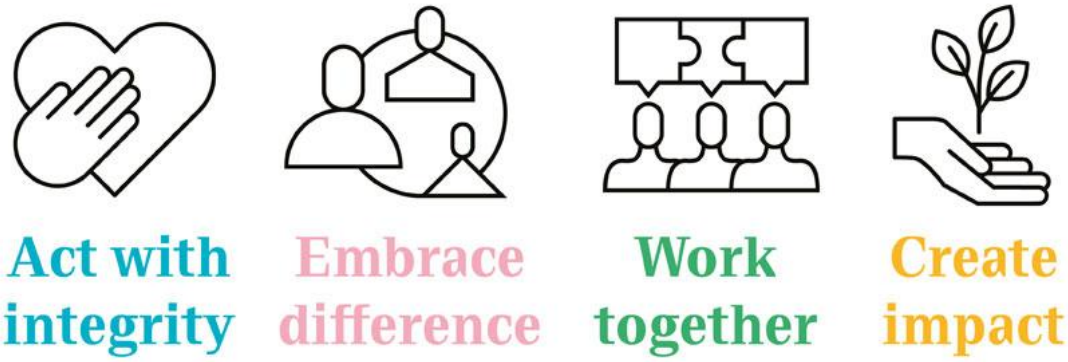
Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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.



Division of Education Services

The Division of Education is led by the Pro-Director Education. The Pro-Director is responsible for leading the strategic development of the School's education provision and maintaining oversight of its operational delivery in conjunction with the Registrar & Director of Education Services.

The Division manages and supports the School's education provision (taught programmes, CPD short courses and research degrees), by bringing together staff from across the School's academic faculties and professional support areas, to maximise and enhance the quality of learning and education provision and the student experience. The School comprises three academic faculties that are responsible for developing and delivering the School's academic programmes: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD) and Public Health and Policy (PHP).

The Registrar & Director of Education Services supports the Pro-Director Education by providing strategic leadership and management of the School's student and staff-facing education support services. These are known collectively as the Student and Academic Services Department and are comprised of the following seven professional support teams:

- Careers
- Education Administration
- Education Policy, Quality and Student Experience
- Registry
- Student Advice and Counselling
- Strategic Education Office

The School presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice and student-centred learning. In accordance with the School's

mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The School is one of the autonomous colleges that form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The School currently offers a range of taught master's degree programmes (18 face-to-face and 6 distance learning) and 3 research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, eLearning) and on allowing students to mix these modes (blended learning).

Quality and Academic Standards

Quality & Academic Standards is a small and specialist team providing a focal point for all School's quality assurance and enhancement activities related to teaching and learning. The Team works directly with the Associate Deans of Education, the Registrar & Director of Education Services, the Pro-Director Education and other senior academic management staff, in close liaison with other sections of the Student and Academic Services Department and across the academic faculties.

Main Duties and Responsibilities

- Responsible for leading and advising colleagues on a range of processes and procedures for both taught and research degree courses, such as programme approval, cyclical and annual monitoring reviews, and external examining. Leading on the implementation of institutional quality assurance processes and provision of best practice guidance at Faculty and course level, as appropriate, in liaison with relevant staff and committees

- To provide independent, specialist, technical and regulatory guidance to Faculties, Strategic Education Office (SEO), and Education Leadership on matters relating to the establishment and maintenance of collaborative provision. Interpreting external guidance to provide clear and authoritative information and advice on the range of regulatory compliance requirements both internally and externally, acting as a key reference point in matters relating to collaborative provision and quality assurance matters.

- Working with the Head of Education Policy, Quality and Student Experience, and the Head of Quality Enhancement to ensure LSHTMs collaborative provision is underpinned by robust partnership agreements, and in the development of comprehensive and clearly articulated QAS support provisions to Teams establishing new collaborative provision.

- Defining and developing robust approaches to governance, review and monitoring arrangements in support of LSHTM's current and proposed collaborations and transnational education work, producing appropriate advice, guidance and resources for teams exploring these developments.

- Proactively contribute to development, maintenance, enhancement and implementation of policies and procedures to support delivery of the School's academic portfolio, keeping abreast of developments in the sector to ensure the School is in line with regulatory requirements. Leading on QA arrangements with Faculty Teams.

- Ensuring adherence to LSHTM's internal academic regulations, student policies, academic standards and quality assurance framework, including external regulatory requirements/reference points. Interpreting internal and external regulatory expectations and providing definitive and authoritative advice and guidance on these matters. Completing annual updates to the Academic Manual in consultation with stakeholders where relevant.

- Working with the Head of Quality Enhancement and Quality & Academic Standards Manager to oversee and deliver the central annual monitoring processes across the School, including the provision of information, advice and expert guidance on appropriate compliance with sector expectations.

Develops and reviews processes in support continuous improvement of procedures supporting quality assurance and collaborative provision activity.

- Provide full secretariat support for School-level committees, and for ad hoc working groups. This includes proactively drafting agendas and papers, taking minutes, supporting the Chairs, and ensuring that actions are managed and advanced.

- Conducting detailed analysis of quantitative and qualitative information elicited through surveys, External Examiner/Reviewer reports and other processes/methods to inform and improve School approaches to the student and academic experience of students. Preparing reports and presenting to Committees and Senior Staff as required.
- Leveraging available technology to improve, streamline and innovate QAS operations, processes and reporting capabilities, including, but not limited to GenAI capability.

- Support external review processes, including supporting the coordination of quality related focus groups, working closely with teams and providing additional assistance where required.

- Work with the other Quality & Academic Manager) and the Access and Student Experience Team to support training and activities relating to the School's Student Representative Council. To support the School's efforts to ensure the Student Voice informs our quality assurance processes.

- Work with the rest of the team to ensure that the website and other online platforms are up to date and that communications from the team are disseminated in a clear and timely manner.

- Work with stakeholders of all levels to support and inform complex decision-making reference to internal and external regulation compliance. Providing key guidance on scope, applicability and implications for staff and students.

- Continuously develop and maintain key publications associated with the School's academic portfolio, such process documentation, procedural guides and training documentation to support cross-departmental understanding

- Support the provision of information about the quality of the School's academic portfolio (and associated quality processes), in line with both internal and external requirements.

- Identifying, instigating and leading on QAS enhancement projects and working with the team and other stakeholders in output delivery.

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 or Head of Education Policy, Quality and Student Experience or Registrar and Director of Education Services.

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
Education, Qualifications and Training	• Hold an undergraduate degree (or equivalent professional qualification) or have evidence of significant experiential learning	E
Experience	• Experience of preparing Higher Education policies, procedures, reports and guidance documents related to quality assurance activity • Experience of undertaking quality assurance activities, including external and internal quality reviews of taught courses and research degrees and collaborative provision (including Transnational Education) from inception to monitoring. • Experience of successfully undertaking all aspects of committee servicing. • Knowledge and understanding of the QAA regulatory framework, OfS Conditions of Registration and Sector reference points concerning transnational education (TNE) and related practices within the Higher Education sector • Experience of advising and supporting colleagues in regard to the establishment and maintenance of collaborative provision in England and internationally.	E E E E E
Skills and Abilities	• Excellent written and oral communication skills, with a good attention to detail. • Well-developed interpersonal skills, including the proven ability to establish and maintain effective working relationships with staff at all levels, and to work effectively within a team • Proven ability to manage a significant workload under pressure and to prioritise appropriately. • Proven ability to work on own initiative, including the ability to know when to confer	E E E E

	with colleagues or refer matters appropriately • Proactive and capable of identifying potential improvements to processes and documentation, and of implementing these changes • Highly competitive in a wide range of IT applications and Software.	E 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: November 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1.0 FTE. The post is available immediately. The salary will be on the LSHTM salary scale, Grade 6 scale in the range £46,643 - £52,909 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 operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

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.

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.