

Quality Assurance and Enhancement Officer

Job Title:	Quality Assurance and Enhancement Officer
Reports to:	Academic Director
Location:	CSVPA, Cambridge

The Company

Cambridge School of Visual and Performing Arts (CSVPA) is one of the UK's leading providers of Art & Design, Drama and Music pathway and degree programmes. Since 1985, CSVPA has been a specialist arts foundation school, and over time has grown its portfolio to include undergraduate degrees and a Master's preparation programme. Our unique and personalised approach to creative learning has given students the opportunity to develop their skills, build their confidence and progress onto some of the most prestigious Art & Design schools, music conservatoires and world-renowned drama schools.

CSVPA is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, preparing thousands of students to progress onto the world's leading universities.

The Group operates under four different brands: Cambridge School of Visual & Performing Arts (CSVPA); CATS College – high schools in Cambridge, Canterbury and London, and Boston, USA; **ONCAMPUS**– teaching foundation courses to university degrees on campuses in the UK, USA and mainland Europe; and Stafford House – year-round English Language schools in Brighton, Canterbury, London and USA, and Study Holiday centres across the UK and the USA for juniors.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our 'CARE' principles are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

Quality Assurance and Enhancement Officer

Job overview

The Quality Assurance and Enhancement Officer is responsible for the operational management and support of academic standards and quality enhancement across the school, overseeing academic quality assurance functions such as course approval, monitoring and review.

The processes overseen by the Quality Assurance and Enhancement Officer ensure there is a regular cycle of feedback from students, staff, academics from other institutions and industry experts, all of which is used to share new ideas and constantly improve, as well as making sure academic standards are maintained.

The School's approach to teaching and learning places students at the centre, and highlights our commitment to providing stimulating programmes of study based on creative approaches to learning and teaching that reflect innovation in curriculum design and delivery. The continuous improvement of the student experience is therefore central to the development of our courses, and to quality assurance and enhancement activity.

The responsibility of this post will be to maintain all academic data systems within the school, to provide accurate and clear reports for the senior management team

Job description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key Responsibilities

Data

- To analyse the school's academic data, including exam results, report grades, attendance figures and other specific academic areas.
- Create, oversee and develop the school's use of data for the Senior Leadership Team and auditing by external bodies
- Produce clear, concise, accurate information to support Senior Leaders in raising standards of performance in school including under achieving students
- Determine the need for and arrange provision, analysis and evaluation of data and detailed reports/information such as: Module and Course enhancement plans
- Produce KPI information for CSVPA Board and other committees
- Produce HESA/OfS data returns on an annual basis in liaison with the Academic Director.
- Provide data when requested to the senior leadership team and outside agencies
- Assist the Academic Programmes Administrator with university programme data management
- Be responsible for all course records held on the school and partner University systems; and responsible for data submissions to the OfS, HESA, QAA and the SLC
- Line manage a team that support QAE and compliance with regulatory processes and procedures

Administration

- Support the Curriculum Officer with general administration tasks as directed.
- HR Administration - hard copy filing/collating staff certificates and assisting Course Leaders with the recruitment process administration.

Person Specification

Customer First – It's ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-

Commit

- Goes the extra mile
- Follows-up & follows through

Act

- Takes ownership
- Looks for a solution

Respond

- Addresses issues positively
- Communicates proactively

Empathise

- Is an active listener
- Is respectful and values our customers

Person Specification

Qualifications

- Relevant qualification in ICT / business administration.
- Analytical skills.
- Level 5/6 education standard (desirable).

Experience

- Experience of working in a data management capacity within education.
- Experience of managing and developing data systems, such as SIMS.net.
- Experience of producing accurate data for reporting and assessment.
- Experience of forming and maintaining network relationships.
- Information gathering and analysis.
- Creating and maintaining data capture and data entry templates.
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Knowledge and Understanding

- Understanding and knowledge of effective data management strategies.
- Knowledge of statutory data reporting requirements such as school census.
- Understanding of and commitment to equal opportunity issues within the workplace.

Skills and Abilities

- Ability to keep up to date on relevant policies and procedures in line with the duties identified in the job description.
- High level computer skills.

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- Enthusiasm, self-motivation and good communication skills.
- Ability to work to professional standards, to develop effective working relationships and make judgements and to influence others through persuasion / discussion.
- Good team player and good sense of humour.
- Ability to be self-motivated, flexible and well organised to manage, at times, unpredictable and variable workloads.

To apply, you need to be well-organised and able to manage multiple tasks effectively. The ability to work well as part of a team, to work accurately and remain calm under pressure are essential. You will be able to develop productive working relationships with colleagues at all levels of an organisation, seeking and offering clear advice and guidance to ensure developments can progress.

Applicants should possess an honours degree or substantial equivalent experience, English Language and Mathematics GCSEs, and recent experience of working in a relevant administrative environment. You will need to demonstrate excellent attention to detail and a commitment to high standards, as well as excellent interpersonal and communication skills, including a high standard of written English.

Experience of working within quality assurance and enhancement at a UK higher education institution would be an advantage.