

Candidate Information

Position:	Quality and Governance Administrator
School/Department:	School of Pharmacy
Reference:	24/112179
Closing Date:	Monday 23 September 2024
Salary:	£39,922 - £47,631 per annum
Anticipated Interview Date:	Wednesday 9 September 2024
Duration:	Permanent - Full Time

JOB PURPOSE:

China Queen's College (CQC) is a collaborative transnational education (TNE) initiative between China Medical University (CMU), one of the foremost medical universities in China and Queen's University Belfast (QUB) providing higher education for undergraduates in Shenyang, Liaoning province, People's Republic of China.

Reporting to the School Manager, the Quality and Governance Administrator will provide high quality administrative support to the Vice Dean CQC, Deputy Vice Dean CQC, School Manager, Head of School and Director of Education to ensure the effective and efficient administration of internal and external quality assurance and governance processes and other related activities relating to China Queen's College (CQC). The post is based in Belfast but does require occasional travel to China.

MAJOR DUTIES:

1. Contribute significantly to the School's strategic aims, operational plans and decision-making processes through provision of high quality administrative support for governance and development relating to China Queen's College (CQC). This will include managing the governance and quality management of existing education programmes and providing support for developing new programmes.
2. Produce management information to identify trends and issues to enable effective planning of short, medium and long term projects to meet School objectives and take a lead role using specialist knowledge and independent judgement to make decisions where solutions are not obvious.
3. Manage the internal and external quality management processes in relation to CQC programmes. In liaison with colleagues within QUB, CQC and China Medical University (CMU), to include collation and preparation of all relevant materials and data, assist with drafting reports, monitor and report on progress against action plans. Assist with the preparation of reports and supporting documentation as required.
4. In liaison with relevant staff manage administrative processes in line with University regulations and processes in relation to all aspects of programme governance including, updating of Course Catalog, Academic Advisement and Continuous Action for Programme Enhancement (CAPE).
5. Progressing the development of CQC strategic plans and objectives including drafting relevant reports and progressing action plans managing changes to existing programmes/modules, new programmes, QAA preparations, Periodic School Review in relation to CQC programmes.
6. Assist in the management and implementation of developments or special projects arising from strategies agreed within the School and at the Joint Management Committee (JMC) of CQC.
7. Provide secretariat services to the JMC and manage all aspects of the work of relevant CQC committees providing expert advice to Chairs of committees as appropriate, ensuring that University regulations, policies and procedures are met and delivered in accordance with the core values and requirements.
8. Manage the appointment processes of QUB recognized teachers from China Medical University.
9. Manage the process for the nomination and appointment of CQC external examiners.
10. Ensure the provision of high quality support for the School's activities in relation to CQC through the supervision and line management of the Belfast based CQC clerical officer.

11. Maintain and develop systems to meet and enhance relevant governance and quality assurance standards in keeping with University and other relevant policies.
12. Support the School Manager in developing and maintaining practices and procedures within the School, to ensure high quality delivery of all CQC objectives.
13. Pro-actively research the latest developments and trends in Transnational Education (TNE) provision within China, and work with colleagues to bring about innovation and improvement at the Joint College, to continue to distinguish CQC in the markets served.
14. Develop and continually assess operations and service provision against recognised quality awards/benchmarks, to ensure best practice.
15. In liaison with relevant staff manage academic offences and student conduct matters in relation to CQC students.
16. Support CQC graduation in liaison with the CQC Education Administrator.
17. Liaise effectively with the CQC Education Administrator (Shenyang) and School Education Administrator.
18. Undertake any other duties as may be reasonably required within the general ambit of the post.

ESSENTIAL CRITERIA:

1. A primary degree or equivalent qualification OR evidence of substantial relevant experience demonstrating ability in a similar role in an educational environment.
2. A minimum of three years relevant experience at an appropriate level, of administering quality management, and governance matters as main part of role within a higher/further education or public sector environment. This should include:
 - Committee servicing and planning, prioritising, and progressing work activities through committees and within plans, policies, and regulations to required timescales and standards.
 - Providing governance advice, guidance and support to key stakeholders.
 - Reviewing, enhancing and implementing administrative procedures and practices relating to quality assurance and management.
3. Experience of developing and drafting complex documents.
4. Experience of supervising or line managing staff.
5. Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
6. Ability to prioritise, plan, and manage own workload producing work to exceptional levels of accuracy under pressure and within tight deadlines.
7. Excellent IT skills with a good working knowledge of MS Office packages.
8. Proven analytical and organisational ability across a range of functions.
9. Good presentation skills and able to communicate effectively both orally and in writing.
10. Strong influencing, negotiating and facilitating skills.
11. Evidence of successful completion of complex tasks or projects.
12. Ability to produce accurate work, under pressure and within agreed deadlines.
13. Ability to produce and analyse information to inform complex management decisions.
14. Evidence of ability to exercise initiative and work independently.
15. Ability to maintain strict confidentiality.
16. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
17. Strong interpersonal skills, with the ability to lead others.
18. Strong commitment to the post.
19. Flexibility and willingness to work occasional irregular hours and occasional travel to China (approximately twice a year).

DESIRABLE CRITERIA:

1. Experience of working within Transnational Education.
2. Experience of working with staff and students within the Higher Education sector.
3. Demonstrates awareness of undergraduate and postgraduate education cycles.
4. Knowledge of quality assurance issues and practices in Higher Education.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Lee-Anne Howell at lee.howell@qub.ac.uk