

Person Specification/Job Description

Assessment of role for Disclosure and Barring Service (DBS) checks:

Regulated Activity Specified Place Opportunity for contact with children

DBS checks required:

Enhanced DBS check

Barred list – Children

Barred list – Adult

Closing date for receipt of applications: Wednesday 11 December 2024 at 12 noon

Quality Improvement

Quality Administrator

20 hours per week, permanent position to commence as soon as possible

Post No.: RS24/25/195

Salary: fixed point 16 (£23,827.31 pro rata)

Responsible to: Quality Assurance Manager/Data Protection Officer

Supervisory responsibility: No direct supervisory responsibilities

Responsible for: Providing an efficient and effective administrative support service to the Quality Improvement/Quality Assurance department.

Objective of the job: as above

Candidates for the post of **Quality Administrator**, must possess the following qualities:

	Essential	Desirable	Where identified
Qualifications	NVQ Level 3 in Business Administration or equivalent qualification. Level 2 in Literacy Safeguarding Level 1 (to be achieved within 6 weeks) Level 2 in Numeracy (or willing to work towards within 2 years) Certified Internal Auditor training/qualification (or willing to work towards within 1 year).	Level 2 or above IT qualification. Level 2 Equality & Diversity. Level 3 in Literacy. Level 2 or above spreadsheets qualification Qualification in Customer Service.	Application Form Certificates
Experience	Current / up to date and relevant administrative background with a minimum of 18 months experience. Experience of using a wide range of IT applications. Experience of customer service	Experience of working with a formal Quality System e.g. ISO 9001. Experience of Internal Auditing. Experience of working within a team.	Application Form References Interview

	Essential	Desirable	Where identified
		Experience of dealing with data protection laws and practices within the workplace, including applying data protection principles and processing Data Subject Access Requests.	
Knowledge and skills	<p>Computer literate with strong skills in the use of Microsoft Office.</p> <p>Ability to communicate effectively.</p> <p>Strong organisational skills.</p>	<p>Skills using database systems to search and extract data for management use.</p> <p>Skills in developing spreadsheets using complex formulas.</p> <p>Understand the concepts of Quality, Equality and Diversity</p> <p>Competent in mail merge.</p> <p>Good knowledge of current / up to date Data Protection regulations and principles</p>	Interview References
Personal qualities, attitude and behaviours	<p>Ability to work under pressure and use own initiative.</p> <p>Ability to maintain confidentiality.</p> <p>Flexible and adaptable to changing circumstances.</p> <p>Enthusiasm and commitment to ensure tasks are completed to a high standard</p>		Interview

Section A • Primary Responsibilities

1. College Strategy

All members of staff have an important role to play in achieving the vision, mission and values stated in the College's Strategic Plan.

Bishop Auckland College's mission: ***Creating positive change through education and learning.***

2. Quality Matters

All members of staff are responsible for the quality of their own work and for the operation of the relevant parts of the College's Quality System. This will involve operating the appropriate Quality procedures applicable to the job to ensure that students, customers, and clients have their needs and expectations identified and fulfilled.

3. Staff Development

All members of staff will participate in the College's Staff Development Programme, we aim to maximise staff potential for the individual's benefit and in ensuring continual improvement in the quality of services provided by the College

4. Client Focus

All members of staff are expected to manage and develop their role and responsibilities to focus on improving the College services to students and other clients. The individual should represent and market the College at any appropriate opportunity.

5. Overall Responsiveness

Working flexibly, efficiently and in full cooperation with other staff to maintain the highest professional standards and to promote and implement the strategy and policies of the Corporation.

Ensure that established standards and targets are achieved as part of the efficient and effective service provision within the College.

Undertaking other such duties and responsibilities as are required to provide the service expected from the College.

6. Health and Safety

All members of staff are responsible for ensuring safety within their working area, for ensuring that risk assessments are carried out and that appropriate actions are taken if problems are identified. All staff are required to assist the College's Health and Safety Officer in the implementation of measures to ensure that all health and safety requirements are achieved.

7. Risk Management

All members of staff will adopt best practices in the identification, evaluation and cost-effective control of risks to ensure, as far as possible, that they are eliminated or reduced to a level that is acceptable to the College.

8. Safeguarding

All staff have responsibilities in relation to safeguarding. It is expected that all staff make themselves aware of the Safeguarding/Child Protection Policy. All staff will be expected to participate in regular safeguarding training. All staff will need to comply fully with legislation and College policies and practices to ensure learners are safeguarded and protected.

This role will involve engaging in 'regulated activity'.

Due to this post being regulated activity, we ask questions about your entire criminal record, including 'spent' and 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Section B • Specific Responsibilities

Initial allocation of functions of which the post holder will have direct responsibility:

- a) Provide a wide range of administrative support to the Quality Assurance Manager/ Data Protection Officer, Director of Quality/HE.
- b) Arrange and administer various meetings as required.
- c) Provide advice and support to staff and other stakeholders in relation to a wide range of college policies and procedures.

- d) Administer a wide range of college policies and procedures to support quality assurance and improvement activities including, complaint handling, stakeholder feedback, External Verification, Curriculum Quality Review (CQR), Curriculum Performance Review (CPR), Self-Assessment Reports (SARs) and Quality Improvement Plans (QIPs).
- e) Coordinate and administer stakeholder surveys of quality standards, both internal and external to the organisation.
- f) Assist the Quality Assurance Manager in the reviewing of stakeholder feedback, to produce a range of reports.
- g) Maintain the Student Views page on the student portal to ensure students have access to student feedback.
- h) Administer the Quality Management System (QMS). Supporting managers in the production and amendment of policies, procedures and documentation, maintaining document control and ensuring appropriate distribution via College portal and website.
- i) Carry out internal audits of the Quality Management System (QMS).
- j) Process Data Protection and Freedom of Information (FOI) requests.
- k) Liaise with relevant managers to ensure the FOI publication schedule is updated at least annually.
- l) Assist the Data Protection Officer in the implementation of GDPR compliance, including developing and supporting the implementation of initiatives, investigating and reporting data breaches and providing advice and support to staff. Following training, deputise for the DPO as and when required and carry out GDPR audits across the organisation to check compliance.
- m) Undertake any other reasonable duties as requested by Line Manager

Section C • General

This job description is current at the date shown below. However, in consultation with the post holder, it may be liable to review and variation to reflect changes in the College environment.

Bishop Auckland College has an Equality, Diversity and Inclusion Policy and expects all members of staff to support the policy by behaving in a non-discriminatory way in terms of employment, the curriculum and student entitlement. Bishop Auckland College is committed to promoting diversity and equality of opportunity.

All members of staff are expected to maintain a high level of security and confidentiality of information in their work at all times.

Name:

Signature:

Date:

Last updated: November 2024