

# Job Description & Person Specification



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|-------------------------|--|
| <b>Job title:</b>       | <b>Education Quality Manager</b>                                     |
| <b>Reports to:</b>      | <b>Deputy Chief Executive</b>  |
| <b>Responsible for:</b> | <b>Education Quality Coordinator x4 (4.0 FTE)</b>                    |
| <b>Working hours:</b>   | <b>35 hours a week</b>   |
| <b>Salary band:</b>     | <b>Band 5</b>  |
| <b>Salary:</b>          | <b>£40,747.82</b>  |
| <b>Location:</b>        | <b>Based across all six UAL central London sites, mainly Holborn</b> |
| <b>Last reviewed:</b>   | <b>25/06/2026</b>  |

## **JOB PURPOSE**

- **To lead and set the strategic direction for the team providing support and development of academic representation at Arts SU.**
- **Develop and lead ambitious plans to evaluate and develop the academic representation system at UAL, building engagement levels, impact, and visibility year on year.**

## **KEY RESPONSIBILITIES:**

## **1. Leading a high performing team**

- **Provide leadership, strategic direction and day to day operational management of the Education Quality Team; motivating, supporting and developing team members to ensure that they have the necessary skills and knowledge for their roles as well as manage performance.**
- **Develop succession plans and identify training and development requirements within the team.**
- **Develop a proactive results driven culture within the team, ensuring agreed objectives and targets are delivered, whilst promoting a collaborative approach to working with internal departments.**
- **Identify the need for, recruit and manage student staff as necessary.**
- **Be accountable for the quality of outputs of the team.**
- **Provide support to the student officer team helping and equipping them to be knowledgeable and informed representatives.**
- **Ensure the whole organization is aware of and understands the work of the Education Quality team.**

## **2. Strategic Development**

- **Lead the Academic Representation's System's involvement with the University's quality assurance processes.**
- **Oversee the development of systems and processes for capturing, tracking, and sharing student feedback, issues and the impact of academic representation.**
- **Lead the analysis of student feedback to advise and support student representatives to lobby and influence the University's policies, procedures and practice.**
- **Lead the promotion of the service within UAL, building relationships with relevant stakeholders and making it easy for staff and students to understand the purpose of the team and its work.**

## **3. Financial & Resource responsibility**

- **Manage a substantial Education Quality Team budget, being responsible for resources that are allocated to the department and ensuring these are effectively managed and controlled.**

- **Review and establish processes, systems and policies and where appropriate standard procedures for activities to maximise efficiency, ensure deadlines are met and to ensure a positive return on investment.**

#### **4. Oversight and development of Academic Representation**

- **Manage and support Education Quality Coordinators to deliver Arts SU's academic representation systems bringing support for representatives and innovation around student engagement.**
- **Provide day-to-day management of our academic representation system, including managing relationships with UAL staff who work on this system in Colleges, Schools and Academic Quality.**
- **Work to further develop our partnership with the University to establish the Education Quality Team as expert practitioners and a source of good practice on student engagement, representation, and co-production.**
- **Work in partnership with staff and elected officers to deliver a holistic and high-quality academic representation system, including managing the election, training, year-round engagement and development of academic representatives and other related roles as relevant.**
- **Work closely with colleagues to support and deliver successful SU elections and awards events.**

#### **5. Policy and Officer support**

- **Lead the Education Quality Team's work in providing comprehensive policy support to Arts SU's Full-time Officers and School Representatives on education issues and developing effective lobbying strategies to influence the policies that impact students' lives.**
- **Support engagement in College committees and working groups by maintaining an accurate and up-to-date record of representatives and staff committee responsibilities, accompanying representatives where appropriate and coordinating a system for committee briefing and de-briefing.**
- **Work with colleagues to deliver high profile campaigns based on evidence and insights.**
- **Work with the wider team to develop relationships with academic societies, and to develop their ability to support student representation and engagement.**
- **Provide regular and structured reports or presentations to colleagues to support strategic decision making throughout Arts SU.**

## **General Duties:**

**In addition, all staff have the following general duties in their job descriptions:**

- **To deliver and develop personal objectives as informed by targets outlined in the Union's strategic and yearly operational plans.**
- **To deliver and develop department operational plans as informed by the Union's strategic plan.**
- **To contribute and assist in the Union's planning processes and reviewing its performance and systems.**
- **Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.**
- **To always observe and uphold the requirements of the Union Constitution and act in accordance with policies, including equality of opportunity.**
- **To undertake your own administrative duties.**
- **Undertake any other duties appropriate for the grade and responsibilities of the post that may, from time to time, be reasonably requested.**
- **To take ownership of their Induction, Personal Development, and their role within Departmental Meetings and be responsible for carrying out duties with full regard to the rules and policies, procedures and conditions of service contained in the Staff Handbook and within Departments of the Students' Union.**
- **A condition of employment is that all staff are expected to assist in key events throughout the year, e.g. Freshers and Welcome events and other key events, including elections, if necessary. Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying high standards of service, integrity, punctuality, politeness and professionalism.**
- **Where you are required to work with volunteers, you must support and manage them appropriately per the Students' Union volunteer policy.**
- **Environmental consideration and environmental best practices are the responsibility of all Students' Union staff.**
- **Any other tasks that would be deemed suitable within this role as directed by the line manager.**

## Person Specification

| <b>CRITERIA</b>   | <b>COMPETENCY</b>                                  |
|---|--|
| <b>Knowledge</b>  |  |
| Experience of line management of a team of individuals  | Job related knowledge                              |
| Experience of developing effective methods for student and/or volunteer engagement and leadership   | Job related knowledge and technical skills         |
| Experience of developing and delivering training  | Job related knowledge and technical skills         |
| Knowledge of current issues within the further/higher education sector  | Job related knowledge and political awareness      |
| <b>Skills</b>   |  |
| Ability to work as part of and lead a team  | Teamwork   |
| Excellent time and project management skills with the ability to manage others to deliver to deadlines within agreed budgets and to a consistently high standard. | Personal effectiveness and motivational leadership |
| Excellent written and verbal communication skills   | Communication                                      |
| Ability to work under pressure and have a positive attitude towards problem solving and decision making   | Accountability and personal effectiveness          |
| Ability to effectively promote and deliver systems and services   | Achieving and Delivery                             |
| <b>Behaviors</b>  |  |
| Flexible and hard working with a proactive working style  | Teamwork and personal effectiveness                |
| Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner  |  |
| A commitment to the principle and practices of equity, diversity and inclusion.   | Accountability                                     |