



JOB DESCRIPTION

Job Title	Academic Quality Manager
Department	Head Office
Line Manager	Head of Quality and Compliance
Location	London, Oxford

About Oxford Business College

Since 1985, Oxford Business College (OBC) has spearheaded transformative education, carving a unique path for overlooked individuals, especially mature students facing barriers in traditional education. Operating seven days a week for our students, OBC's pioneering approach adapts to the diverse lifestyles & commitments of non-traditional learners. Across campuses in West London, Oxford, & Brentford, OBC's ultra-flexible scheduling ensures inclusivity, reinforced by a robust digital infrastructure. Actively fostering a sense of belonging for students from all backgrounds, we provide comprehensive support services. Emphasising practical skills for employability through industry placements, OBC stands as a dynamic catalyst for change, reshaping higher education with an unwavering commitment to accessibility, flexibility, & inclusivity. With over 7500 students & 300 colleagues, join OBC in shaping the future of education & unlocking opportunities for a diverse range of students.

The role

To work as part of the Academic Quality Team to plan and provide an effective and responsive administrative service in support of quality activities associated with educational programmes and related activities across OBC and Partner organisations.

To apply knowledge and understanding of, and perform key quality related processes that underpin the education portfolio.

Key Responsibilities

Coordination of Quality Assurance Plans:

- Coordinate the effective delivery of quality assurance and enhancement plans at a Course level.
- Lead the review and enhancement of pedagogical practices among OBC teaching staff.

Advisory and Leadership Responsibilities:

- Collaborate in the ongoing enhancement of the Colleges Quality Assurance and Enhancement practices
- Provide authoritative advice and guidance on academic standards, quality, and enhancement specific to OBC's educational context.
- Line manage Academic Quality Officers to ensure effective implementation of quality assurance processes and procedures.
- Include AQOs in higher-level committee discussions as part of their professional development.

Quality Process Management:

- Plan and deliver business processes supporting key academic and administrative events at OBC.



- Coordinate the planning of the annualised quality cycle in collaboration with the Chief Academic officer and Head of Quality and Legal Affairs.
- Support the operation of the college's Corporate and Academic Governance framework, chairing committees and panels where appropriate.
- Coordinate the planning and completion of the college's Programme Level Annual Monitoring Reports
- Lead the planning, implementation and reporting of student feedback mechanisms, including; module evaluation surveys, and the annual student survey.
- Ensure Programme documentation is stored effectively and in line with OBC's document management protocols and relevant legislation.

Data Quality and Policy Development:

- Contribute to the development of a data quality framework at OBC and embed it in related business processes.
- Lead on the formulation, delivery, and regular review and revision of policies, procedures, guidelines, and initiatives related to quality assurance.

Project and Process Improvement:

- Lead specific project/review work and business process improvement under the direction of the Head of Quality and Legal Affairs.

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Performance and Development Management:

- Manage the performance and professional development of Digital Learning Officers, Quality Officers and the Learning and Teaching Coordinator.
- Oversee the identification of training needs and coordination of professional development sessions with the assistance of AQOs.

Staff Development Contributions:

- Contribute to the staff development activities within the Academic department at OBC.
- Ensure staff have the necessary knowledge and understanding of quality assurance processes.

Responsive and Proactive Contributions:

- Proactively contribute to solutions and developments in response to changes in statutory requirements, external developments, or internal initiatives at OBC.

Liaison and Committee Representation:

- Establish and maintain effective liaison with colleagues in OBC faculties, Registry, and Professional Support Departments.
- Represent at relevant Committees at OBC, advocating for quality assurance and enhancement initiatives aligned with OBC's educational priorities and standards.

PERSON SPECIFICATIONS

Desirable

- Higher Degree qualification
- Experience of Continual Professional Development
- Previous experience in implementing administrative processes effectively
- Demonstrable experience of managing a team and line management of staff

Essential Criteria

- Available and willing to work occasional weekends.
- Educated to Degree level with relevant experience



- An understanding of the OfS Conditions of Registration
- Experience with Academic Quality Assurance in an Educational (or similar) institution.
- Experience of quality assurance processes and reviews
- Analytically minded with experience with educational quality metrics and impact on outcomes.
- Demonstrable detailed understanding of academic regulations in a higher education institution. Highly numerate and with significant experience of data extraction, data analysis.
- Excellent communication skills with experience of committee servicing, and preparing committee papers to a high standard
- Excellent written, verbal and numerical skills with experience of writing reports and preparing evidenced recommendations
- Ability to exercise sound judgment and resolve issues and problems independently, seeking advice where appropriate