**ROLE PROFILE – QUALITY MANAGER**

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| **JOB TITLE:** | Quality Manager |
| **REPORTS TO:** | Commercial Director |
| **LINE MANAGEMENT RESPONSIBILITIES:** | Quality Administrator |
| **JOB PURPOSE:**  This role oversees and has responsibility for the development and implementation of institutional Quality Assurance strategy and policy development and monitoring. It is central to the development and delivery of the ICMP’s education and student experience plans and strategies, and as such vital to achieving its overall corporate aims.  With significant and fast moving changes to the regulatory landscape in UK higher education, it is imperative that regulatory oversight is optimised - in particular with regard to the QAA and academic partners and associated student-related metrics. It is also essential that the role holder understands and engages with key regulatory and academic partners and agencies, meeting their demands and ensuring positive and professional relationships are maintained.  The role holder is expected to provide overall leadership of the Quality Management function, oversee its organisation, and ensure the provision of excellent, pro-active and responsive professional services, both internally and externally. S/he will also engage with the development of the institutional student Registry.  The Quality Manager acts as Servicing Officer to the Executive Committee and Academic Board, and engages with a range of other committees as specified in the ICMP’s Quality Process. | |
| **KEY INTERNAL & EXTERNAL RELATIONSHIPS:**   * Chief Executive and Executive Committee * Corporate Board * Academic Board and other senior committees * Senior Management Team * QAA * OIA * Home Office * Validating and awarding bodies | |

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| **MAIN RESPONSIBILITIES:** | |
|  | Manage the formulation of strategy for the Quality function, including staffing and resources, in support of the ICMP’s overall strategy, and ensuring that service objectives are successfully met. |
|  | Manage administrative and compliance activity with all relevant internal and external quality, academic and (where relevant) data regulators, including but not limited to OIA, QAA, UKVI, University of East London, University of South Wales, Pearson. |
|  | Manage the design and implementation of the ICMP’s Quality Assurance and Enhancement Framework to support a risk-based approach, including oversight of all QAA and Professional Statutory and Regulatory Body related activities and the student representation process. Note: the role holder will act as ‘Quality Champion’ across the institution more generally. |
|  | Support and engage with the development and oversight of the ICMP’s student registry |
|  | Manage the development, implementation and audit of the ICMP’s student and other stakeholder complaints and academic appeals policies. |
|  | Manage the development, implementation and audit of the ICMP’s T4 licence with UKVI. |
|  | Manage the development of, and be a key member of, the ICMP’s progression and assessment boards. |
|  | Support the management of ICMP’s relationships with validating and awarding bodies |
|  | Contribute to institutional strategy, identifying and achieving strategic academic goals where relevant, including the development of academic policies and regulations. |
|  | Oversee the Quality Assurance of student-facing key information sets, specifically via the Programme Handbooks. |
|  | Oversee budgetary planning for the Quality Assurance function, ensuring that the function operates efficiently within budget and provides value for money. Initiate and implement ways of improving efficiency and effectiveness to engender a culture of continuous improvement. |
|  | Lead, develop and manage staff within the Quality function to ensure that strategic and operational goals are met. |
|  | Work as a member of the wider senior management team, bringing broader knowledge and expertise to cross-institutional work outside the direct areas of responsibility. |
|  | Develop and maintain current knowledge of the areas which fall within the remit of this post |
|  | Ensure compliance with Data Protection regulations |
|  | Any other duties determined by the company from time to time and commensurate with the level of the post. |

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| Equal Opportunities   * All members of staff are required to support the ICMP’s policy on equal opportunities and to ensure that their work practices reflect that commitment.   Health & Safety   * All members of staff are responsible for ensuring their procedures and practices are compliant with the Institute’s Health and Safety Policy.   Policies & Procedures   * To comply with any ICMP policy and procedure which is applicable to your role, as regularly updated and published internally.   Staff Development   * Participate in staff appraisal and staff development activities as well as maintaining own subject knowledge.   Confidentiality   * Maintain absolute confidentiality regarding all aspects of work.   Variation to Job Description   * The ICMP reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the Institute may require. |

February 2017